



CASUAL CARPOOL SURVEY SUMMARY 2011



CASUAL CARPOOL SURVEY RESULTS / JUNE 2011

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CASUAL CARPOOL SURVEY SUMMARY 2011

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CASUAL CARPOOL SURVEY SUMMARY 2011
Casual Carpool Survey Results
June 2011

Purpose

The purpose of this survey is to estimate the volume of Casual Carpool formation and recognize changes in the casual carpooling behavior of drivers and passengers. A toll fee of \$2.50 for carpools became effective July 1, 2010. Carpooler responses and counts are being compared before and after the toll increase.

Methodology

The survey and counts were administered by 511 Rideshare staff along with staff from 511 Contra Costa and Solano Napa Commuter Information (SNCI). The paper and on-line survey forms are included as Appendix 1. Surveyors were trained on delivery of the survey to passengers and drivers, how to answer frequently asked questions, and safety. The survey was conducted on weekdays in early May 2011 (May 3, 4, 5, 10, 11). The counts were collected at 13 casual carpool locations in the East Bay and 1 location in San Francisco. In total, there are 25 casual carpool locations in the East Bay and San Francisco. East Bay sites were surveyed and counts of casual carpools formed were taken between 6:00am and 9:00am. The Beale Street (San Francisco) casual carpool afternoon location was surveyed from 4:00pm to 6:00pm. A map of the survey sites is included as Appendix 2.

Vehicles that picked up passengers at the survey site locations were counted as one carpool. Counts were taken in consecutive 15-minute intervals. The complete counts are in Appendix 3.

Surveys were distributed to passengers and drivers with a brief explanation of the study's purpose; a link to take the survey on-line was also provided. The overall response rate was 36 percent (5,262 surveys distributed and 1,901 returned by mail or completed on-line). The survey included questions on: frequency of casual carpool use; reasons for casual carpooling; reasons for using casual carpool with more or less frequency; FasTrak® toll tag ownership; how casual carpooling behavior has changed with the toll increase; and how the toll cost is shared. The paper survey responses show that respondents often checked multiple responses for a question rather than just one response. In instances when tables display a "Percent of Cases" column, this number represents the number of respondents who selected each response. The number of responses may be more than 100 percent. "Other" responses for questions with this option and for general comments from the on-line surveys are included as Appendix 4.

All respondents to the study were classified as drivers, passengers or combination participants (i.e., sometimes they drive and sometimes they are passengers). About two-thirds of respondents were normally passengers.

How Many Casual Carpoolers Are There?

During the 2011 data collection effort, 1,670 casual carpools were formed and counted at the 13 East Bay sites. Assuming there are three people in each carpool, there are 5,010 people casual carpooling daily from these sites. Overall, the number of casual carpools formed at these sites decreased by 9 percent since 2010 (1,839 casual carpools counted). In 2010, 511 Rideshare estimated that there were about 6,700 daily participants in the entire Casual Carpool system (this estimate is based on the 1998 RIDES estimate of 8,000 participants systemwide).¹ Applying the 9 percent decrease to this figure, there are currently about 6,100 daily participants.

Impacts of July 1, 2010 Toll Fee for Carpools

Eighty-three (83) percent of drivers were in possession of a FasTrak® toll tag before the new carpool toll began (Question 3).

Respondents are using casual carpool to go to San Francisco at about the same frequency (76 percent) as they had before the carpool toll went into effect (Question 7). Nine (9) percent replied that they were not users of casual carpool before July 1, 2010.

Respondents who are using casual carpool more often (Question 8) state that it saves time (56 percent) and is less expensive than public transit (49 percent). Respondents who are using casual carpool less often (Question 9) state that it costs too much to carpool (21 percent) and that it is too hard to figure out how to split the toll (21 percent). Those who use casual carpool less for other reasons (35 percent) often “wrote-in” that the experience of exchanging money is awkward, there are decreased savings, and a lack of public transit options for the return trip. Less frequent users of casual carpool are predominantly using (Question 10) BART (45 percent) instead. In contrast, 17 percent are choosing to drive alone and 11 percent have set up formal carpools.

Both passengers and drivers were also asked how they split the \$2.50 toll for the trip to San Francisco (Question 5). Overall, most drivers (65.5 percent) do not require payment but take whatever is offered. Furthermore, 21 percent of drivers won’t take any payment from passengers. In contrast, only eight percent of drivers require payment. Some respondents wrote in that they are paid \$1 (1.5 percent) or \$1.25 (1.7 percent) per passenger as the “going rate.”

The responses for passengers were more varied than for drivers. Twenty-nine (29) percent of passengers indicated that they paid whatever the driver asked. Seventeen (17) percent of passengers say that their payment is influenced by what other passengers pay. In contrast, 7.4 percent of passengers won’t pay at all, and five percent agree on a payment amount before they get into the car. Several passengers also provided information on the “going rate.” 29 percent said they pay or offer \$1 and almost eight percent indicated they pay or offer \$1.25. The “write-in” section of this question indicated that there were also alternative arrangements, such as payment on a per passenger basis (e.g. “\$1.25 for 2 passengers, \$2.50 for 1 passenger” or “\$1.25 for 3 passengers, \$1.25 for 2 passengers”).

¹ “Casual Carpooling Update 1998,” RIDES for Bay Area Commuters, Inc., 1998.

Survey Results

Casual Carpool survey sites

Site #	Site	City	Location
1	College/Claremont	Oakland (Rockridge)	Claremont Ave & College Ave In front of Safeway on the north side of Claremont. Oakland, CA 94618
2	Fruitvale/Montana	Oakland	Fruitvale & Montana On North side of Montana adjacent to CVS drugstore. Across from free commuter parking lot (under 580)
3	Lakeshore/Grand	Oakland	Grand Ave & Oakland Ave Under I-580 in parking lot, on the left as you enter. Oakland, CA 94611
4	Claremont/Hudson	Oakland	Claremont Ave & Hudson St Under Hwy 24 on Hudson, just before Claremont. Oakland, CA 94609
5	Park/Hollywood	Oakland	Park Blvd & Hollywood Ave Adjacent to TransBay bus stops on Park between Trestle Glen and Hollywood. Oakland, CA 94602
6	Orinda BART	Orinda	Orinda BART In the alley on the north side of Theater Square.
7	Lafayette BART	Lafayette	Lafayette BART North of the station, just outside and to the right of the parking lot.
8	N. Berkeley BART	Berkeley	N. Berkeley BART On Sacramento St
9	Del Norte BART	El Cerrito	Del Norte BART On Eastshore, just south of Orchard Supply Hardware. Do not park in the Orchard parking lot. You will be ticketed/towed.
10	Pierce Street	Albany/El Cerrito	Central Ave & Pierce St Across the street from the Pacific Far East shopping mall.
11	Hercules P&R	Hercules	Hercules Transit Center In the lot, near 80 on San Pablo Ave, just north of Sycamore. Caution: the lot has been filling up. Please do not park illegally; cars will be towed.
12	Vallejo P&R	Vallejo	Curtola Pkwy & Lemon St In the lot, just west of 80 at Curtola Parkway and Lemon. Vallejo, CA 94590
13	Beale St San Francisco	San Francisco	Along Beale St are signs indicating East Bay destinations for evening casual carpools
14	Fairfield	Fairfield	Corner of Cadenasso Dr. and Magellan (south of I-80 W. Texas St. exit).

Number of carpools formed by location

Casual Carpool Counts - May 2011

AM	1 Fruitvale/Montana	2 Claremont/Hudson	3 Pierce Street	4 Vallejo P&R	5 Lafayette BART	6 College/Claremont	7 Lakeshore/Grand	8 N. Berkeley BART	9 Park/Hollywood	10 Orinda BART	11 El Cerrito Del Norte BART	12 Hercules P&R	14 Fairfield	Total
6:00-6:15	2	2	0	36	2	0	4	0	1	3	13	10	8	73
6:15-6:30	4	4	0	36	7	1	2	4	2	4	17	15	13	96
6:30-6:45	5	2	2	32	5	2	3	2	1	7	18	11	10	90
6:45-7:00	7	5	2	31	6	5	9	7	4	5	29	9	7	119
7:00-7:15	10	4	4	26	9	4	10	5	6	9	33	15	4	135
7:15-7:30	10	5	9	25	16	5	11	24	7	11	30	17	1	170
7:30-7:45	19	8	8	26	11	8	22	26	11	15	13	11	7	178
7:45-8:00	18	8	10	19	12	8	30	31	13	7	19	11	3	186
8:00-8:15	14	11	5	15	5	11	40	25	16	18	20	12	6	192
8:15-8:30	15	11	8	14	10	11	15	30	13	10	13	8	2	158
8:30-8:45	10	15	7	9	6	15	36	29	6	10	15	8	0	166
8:45-9:00	8	8	9	4	1	8	15	27	7	3	15	2	0	107
Total 2011	122	83	64	273	90	78	197	210	87	102	235	129	61	1670

PM

PM	13 Beale St San Francisco
4:00-4:15	34
4:15-4:30	35
4:30-4:45	41
4:45-5:00	42
5:00-5:15	38
5:15-5:30	40
5:30-5:45	33
5:45-5:00	33
Total 2011	296

Method of taking the casual carpool survey

	Frequency	Percent
1 Mail	1796	94.5
2 Online	105	5.5
Total	1901	100.0

Q1. How often do you commute by casual carpool?

	Frequency	Percent
1 occasionally	71	3.8
2 once a week	45	2.4
3 2-3 days a week	245	13.0
4 4-5 days a week	1527	80.9
Total	1888	100.0
Missing System	13	
Total	1901	

Q2. Are you normally a driver or passenger?

	Frequency	Percent
1 normally I drive	487	25.8
2 normally I'm a passenger	1221	64.8
3 a little of both	176	9.3
Total	1884	100.0
Missing System	17	
Total	1901	

Q3. Drivers: did you have a FasTrak® toll tag before the new toll started (July 1, 2010)?

	Frequency	Percent
1 yes	836	59.2
2 no	165	11.7
3 not sure	7	.5
4 not a driver	404	28.6
Total	1412	100.0
Missing System	489	
Total	1901	

Q4. Drivers: Why do you prefer to be a driver?

		Responses		Percent of Cases (713)
		Frequency	Percent	
(a)	free parking at my work	183	19.1	25.7
	work is not close to transit	189	19.7	26.5
	need my car during the day	218	22.7	30.6
	need my car before or after work for errands/child care	221	23.0	31.0
	like driving	52	5.4	7.3
	other	97	10.1	13.6
Total		960	100.0	134.6

Q4. Passenger: Why do you prefer to be a passenger?

		Responses		Percent of Cases (1383)
		Frequency	Percent	
(a)	don't own a car	104	4.8	7.5
	don't want to pay for transit	384	17.6	27.8
	prefer casual carpool to transit	660	30.3	47.7
	don't want to use my car	206	9.5	14.9
	don't want to pay for parking	398	18.3	28.8
	don't like driving	203	9.3	14.7
	other	221	10.2	16.0
Total		2176	100.0	157.3

Q5. Driver: How do you share the new \$2.50 toll for carpools TO San Francisco?

		Responses		Percent of Cases (748)
		Frequency	Percent	
(a)	require payment/tell people my price before they get in the car	59	7.7	7.9
	take whatever passengers give me	490	63.6	65.5
	won't take payment from others	158	20.5	21.1
	other	40	5.2	5.3
	\$1.00 per passenger	11	1.4	1.5
	\$1.25 per passenger	13	1.7	1.7
Total		771	100.0	103.1

Q5. Passengers: How do you share the new \$2.50 toll for carpools TO San Francisco?

	Responses		Percent of Cases (1384)
	Frequency	Percent	
(a) won't pay/won't ride with a driver that requires payment	103	6.9	7.4
pay whatever the driver asks	403	26.8	29.1
pay whatever the other passenger pays	240	16.0	17.3
tell the driver what I am willing to pay before I get in the car	73	4.9	5.3
other	172	11.4	12.4
pay/offer \$1.00	402	26.7	29.0
pay/offer \$1.25	110	7.3	7.9
Total	1503	100.0	108.6

Q6. How did you normally commute to San Francisco before the new toll started (July 1, 2010)?

	Responses		Percent of Cases (1874)
	Frequency	Percent	
(a) drove alone	61	2.9	3.3
drove with one other person	23	1.1	1.2
BART	222	10.6	11.8
AC Transit	68	3.3	3.6
Ferry	14	.7	.7
formal carpool (3+ people)	127	6.1	6.8
casual carpooled	1446	69.2	77.2
lived someplace else	76	3.6	4.1
other	54	2.6	2.9
Total	2091	100.0	111.6

Q7. Since the new toll started (July 1, 2010), do you use casual carpool to San Francisco...

	Frequency	Percent
1 more than before	153	8.2
2 less than before	116	6.2
3 about the same	1427	76.4
4 I did not casual carpool before July 1, 2010	172	9.2
Total	1868	100.0
Missing System	33	
Total	1901	

Q8. Why are you using casual carpool MORE OFTEN?

	Responses		Percent of Cases (779)
	Frequency	Percent	
(a) less expensive than driving alone	205	17.7	26.3
less expensive than public transit	379	32.7	48.7
saves time	432	37.2	55.5
easy to find drivers or passengers	77	6.6	9.9
other	67	5.8	8.6
Total	1160	100.0	148.9

Q9. Why are you using casual carpool LESS OFTEN?

	Responses		Percent of Cases (176)
	Frequency	Percent	
(a) costs too much to carpool	37	19.1	21.0
more expensive than public transit	14	7.2	8.0
too hard to figure out how to split the toll	38	19.6	21.6
too hard to find passengers	13	6.7	7.4
too hard to find a ride/drivers	31	16.0	17.6
other	61	31.4	34.7
Total	194	100.0	110.2

Q10. If you are using casual carpool LESS OFTEN, what are you using instead?

	Responses		Percent of Cases (238)
	Frequency	Percent	
(a) drive alone	41	15.2	17.2
drive with one other person	17	6.3	7.1
BART	106	39.3	44.5
AC Transit	33	12.2	13.9
Ferry	5	1.9	2.1
formal carpool (3+ people)	26	9.6	10.9
go to San Francisco less often	26	9.6	10.9
other	16	5.9	6.7
Total	270	100.0	113.4

Q11. Why do you casual carpool?

	Responses		Percent of Cases (1877)
	Frequency	Percent	
(a) saves time	1386	25.5	73.8
more flexible than other options	640	11.8	34.1
reduces traffic congestion	459	8.4	24.5
saves money	1332	24.5	71.0
improves air quality	279	5.1	14.9
more pleasant than other options	410	7.5	21.8
reduce my carbon footprint	254	4.7	13.5
transit too crowded/unreliable/infrequent	404	7.4	21.5
sense of community/social benefit	209	3.8	11.1
other	72	1.3	3.8
Total	5445	100.0	290.1

Q12. How do you normally get home?

	Responses		Percent of Cases (1879)
	Frequency	Percent	
(a) drive alone	380	18.6	20.2
drive with one other person	86	4.2	4.6
BART	680	33.2	36.2
AC Transit	450	22.0	23.9
Ferry	15	.7	.8
formal carpool (3+ people)	35	1.7	1.9
casual carpool from Beale Street loading zone	333	16.3	17.7
WestCAT Lynx	39	1.9	2.1
other	29	1.4	1.5
Total	2047	100.0	108.9

Q13. Driver: If you use casual carpool to get home, how do you share the \$2.50 bridge toll FROM San Francisco?

	Responses		Percent of Cases (274)
	Frequency	Percent	
(a) I charge per passenger	60	21.5	21.9
amount depends on how many passengers there are	21	7.5	7.7
I do not charge but will accept \$ if offered	69	24.7	25.2
I do not charge or accept money	16	5.7	5.8
no bridge toll on the way home	104	37.3	38.0
other	9	3.2	3.3
Total	279	100.0	101.8

Q13. Driver: "I charge" _____ per passenger:

	Frequency
No response	1834
\$1.00	6
\$1.25	58
\$2.00	1
\$2.50	1
set fee	1
Total	1901

Q13. Passenger: If you use casual carpool to get home, how do you share the \$2.50 bridge toll FROM San Francisco?

	Responses		Percent of Cases (334)
	Frequency	Percent	
(a) won't pay/won't ride with a driver that requires payment	15	4.3	4.5
pay whatever the driver asks	28	8.1	8.4
pay whatever the other passenger pays	64	18.5	19.2
offer to pay \$	111	32.1	33.2
no bridge toll on the way home	73	21.1	21.9
other	55	15.9	16.5
Total	346	100.0	103.6

Q13. Passenger: "I offer to pay" _____:

	Frequency
No response	1751
\$0.00	1
\$0.25	1
\$1.00 - \$1.25	2
\$1.00	19
\$1.25	116
\$1.50	1
\$2.00	1
\$2.50	2
\$3.00	1
1.25/2.50/5.00	1
half	1
I don't use the carpool home	1
pay \$1.25 or \$2.50 if 2-seater	1
pay \$1.25 to \$2 depending on time	1
set fee	1
Total	1901

Q14. If you don't use casual carpool to get home now, would you start taking passengers at Beale Street if you could earn at least:

	Frequency	Percent
1 \$.25/passenger	6	.7
2 \$.50/passenger	11	1.3
3 \$1/passenger	148	17.5
4 \$1.50/passenger	51	6.0
5 ____/passenger	58	6.8
6 not interested in taking passengers	573	67.7
Total	847	100.0
Missing System	1054	
Total	1901	

Q14. Earn amount: If you don't use casual carpool to get home now, would you start taking passengers at Beale Street if you could earn at least: Amount

	Frequency
No response	1843
\$0.00	24
\$1.25	15
\$2.00-\$3.00	1
\$2.00	8
\$2.50	1
\$25.00	1
\$3.00	4
\$4.00	1
\$5.00	2
HOV lane	1
Total	1901

Q15. Please describe your decision to pick up passengers at Beale Street:

	Responses		Percent of Cases (361)
	Frequency	Percent	
(a) I only pick up the number of passengers I need to use the carpool lanes	133	27.8	36.8
I pick up 1 person because I drive a 2-seater	17	3.6	4.7
I pick up extra passengers (more than 2) if many passengers are waiting or the weather is bad	167	34.9	46.3
I pick up only 2 people so drivers behind me can get passengers	57	11.9	15.8
I pick up extra passengers (more than 2) to collect more money	27	5.6	7.5
Other	77	16.1	21.3
Total	478	100.0	132.4

Q16. Would you pick up MORE passengers than you currently do if you could earn at least...

	Frequency	Percent
1 \$.25/passenger	4	.5
2 \$.50/passenger	15	1.8
3 \$1/passenger	128	15.4
4 \$1.50/passenger	70	8.4
5 ____/passenger	58	7.0
6 not interested in taking more passengers	557	66.9
Total	832	100.0
Missing System	1069	
Total	1901	

Q16. Earn amount: Would you pick up MORE passengers than you currently do if you could earn at least... Amount

	Frequency
No response	1847
\$0.00	18
\$1.25	10
\$10.00	1
\$2.00	13
\$2.00 or \$3.00	2
\$2.50	1
\$3.00	6
\$4.00	1
\$5.00	2
Total	1901

Q17. Home: What is your home zip code?

	Frequency	Percent
90210	1	.1
94019	1	.1
94106	1	.1
94107	1	.1
94112	1	.1
94501	3	.2
94502	1	.1
94503	21	1.2
94506	3	.2
94507	6	.3
94509	1	.1
94510	21	1.2
94513	1	.1
94516	2	.1
94518	2	.1
94519	3	.2
94520	2	.1
94521	9	.5
94523	10	.6
94525	3	.2
94526	8	.4
94530	51	2.8
94531	2	.1
94533	25	1.4
94534	32	1.8
94541	3	.2
94542	1	.1
94544	1	.1
94545	1	.1
94546	4	.2
94547	80	4.4
94549	53	2.9
94552	2	.1
94553	10	.6
94556	32	1.8
94558	2	.1
94559	1	.1
94563	42	2.3
94564	11	.6
94565	4	.2
94572	7	.4
94577	2	.1

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94578	2	.1
94579	1	.1
94580	2	.1
94582	2	.1
94583	5	.3
94585	14	.8
94587	1	.1
94589	31	1.7
94590	34	1.9
94591	109	6.0
94592	1	.1
94595	3	.2
94596	7	.4
94597	7	.4
94598	4	.2
94601	15	.8
94602	133	7.3
94603	4	.2
94605	29	1.6
94606	39	2.2
94607	1	.1
94608	5	.3
94609	47	2.6
94610	151	8.3
94611	81	4.5
94612	4	.2
94616	1	.1
94618	120	6.6
94619	32	1.8
94621	3	.2
94628	1	.1
94649	1	.1
94697	1	.1
94700	1	.1
94701	1	.1
94702	45	2.5
94703	36	2.0
94704	5	.3
94705	42	2.3
94706	68	3.8
94707	53	2.9
94708	28	1.5
94709	19	1.0
94710	12	.7
94716	1	.1
94801	14	.8

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94803	18	1.0
94804	47	2.6
94805	17	.9
94806	28	1.5
95207	1	.1
95616	1	.1
95687	10	.6
95688	2	.1
95695	1	.1
95757	2	.1
95758	1	.1
95816	1	.1
95818	1	.1
Total	1813	100.0
Missing System	88	
Total	1901	

Q17. Work: What is your work zip code?

	Frequency	Percent
92968	1	.1
94002	1	.1
94005	1	.1
94010	10	.6
94014	3	.2
94015	2	.1
94044	1	.1
94063	2	.1
94066	2	.1
94080	27	1.6
94083	1	.1
94101	7	.4
94102	87	5.1
94103	135	7.9
94104	166	9.8
94105	491	28.8
94106	3	.2
94107	86	5.1
94108	56	3.3
94109	32	1.9
94110	49	2.9
94111	270	15.9
94112	14	.8
94113	4	.2
94114	9	.5

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94115	38	2.2
94116	7	.4
94117	6	.4
94118	23	1.4
94119	2	.1
94120	2	.1
94121	1	.1
94122	2	.1
94123	4	.2
94124	12	.7
94125	1	.1
94126	1	.1
94127	6	.4
94129	19	1.1
94130	2	.1
94131	4	.2
94132	10	.6
94133	38	2.2
94134	3	.2
94143	15	.9
94148	1	.1
94158	10	.6
94160	1	.1
94163	1	.1
94177	2	.1
94188	1	.1
94201	1	.1
94304	1	.1
94312	1	.1
94404	4	.2
94501	3	.2
94505	2	.1
94510	1	.1
94511	1	.1
94587	1	.1
94596	1	.1
94604	1	.1
94611	1	.1
94619	1	.1
94701	1	.1
94702	1	.1
94703	1	.1
94706	1	.1
94710	1	.1
94901	1	.1
94903	1	.1

Casual Carpool Survey Summary 2011

	94911	1	.1
	95105	2	.1
	95116	1	.1
	Total	1702	100.0
Missing	System	199	
Total		1901	

Q18. Age:

	Frequency	Percent
1 24 and younger	42	2.3
2 25-34	353	19.5
3 35-44	483	26.7
4 45-54	519	28.7
5 55-64	338	18.7
6 64+	75	4.1
Total	1810	100.0
Missing	System	91
Total	1901	

Q19. Annual income:

	Frequency	Percent
1 less than \$25,000	73	4.2
2 \$25,000-49,999	253	14.6
3 \$50,000-74,999	403	23.3
4 \$75,000-99,999	312	18.0
5 \$100,000-124,999	233	13.4
6 \$125,000-149,999	129	7.4
7 \$150,000+	330	19.0
Total	1733	100.0
Missing	System	168
Total	1901	

Q20. Education:

	Frequency	Percent
1 some high school	20	1.1
2 high school diploma/GED	64	3.5
3 some college	244	13.5
4 college degree	790	43.7
5 post-graduate education	689	38.1
Total	1807	100.0
Missing System	94	
Total	1901	

Casual Carpool location for surveys returned by mail

	Frequency	Percent
0 Unsure/Location Not Marked	8	.4
1 Fruitvale/Montana	140	7.8
2 Claremont/Hudson	176	9.8
3 Pierce Street	78	4.3
4 Vallejo P&R	181	10.1
5 Lafayette BART	100	5.6
6 College/Claremont	93	5.2
7 Lakeshore/Grand	211	11.7
8 N. Berkeley BART	220	12.2
9 Park/Hollywood	128	7.1
10 Orinda BART	94	5.2
11 El Cerrito Del Norte BART	138	7.7
12 Hercules P&R	73	4.1
13 Beale St San Francisco	102	5.7
14 Fairfield	54	3.0
Total	1796	100.0
Missing System	105	
Total	1901	

Note: A portion of surveys were distributed without site numbers, and their location is labeled as "0 Unsure/Location Not Marked."

Appendix 1 – Casual Carpool Survey 2011
Paper Casual Carpool Survey 2011

This survey is being conducted by 511 Rideshare for travel in 2011. We are part of the 511 family of transportation information services, and we facilitate ridesharing in the Bay Area. The results of this survey will be used to further our efforts to relieve traffic congestion and improve air quality. All responses are confidential. Please complete the questions below and use the pre-paid mailer to return this survey. You may also complete the survey at: <http://rideshare.511.org/survey/CasualCarpool/> Thank you!

1. How often do you commute by casual carpool?
☐ occasionally ☐ once a week ☐ 2-3 days a week ☐ 4-5 days a week
2. Are you normally a driver or passenger? ☐ normally I drive ☐ normally I'm a passenger ☐ a little of both
3. Drivers: did you have a FasTrak® toll tag before the new toll started (July 1, 2010)?
☐ yes ☐ no ☐ not sure ☐ not a driver
4. Why do you prefer to be a driver or passenger?
 Drivers: ☐ free parking at my work ☐ work is not close to transit ☐ need my car during the day ☐ need my car before or after work for errands/child care ☐ like driving ☐ other: _____
 Passengers: ☐ don't own a car ☐ don't want to pay for transit ☐ prefer casual carpool to transit ☐ don't want to use my car ☐ don't want to pay for parking ☐ don't like driving ☐ other: _____
5. How do you share the new \$2.50 toll for carpools TO San Francisco?
 Drivers: ☐ require payment/tell people my price before they get in the car ☐ take whatever passengers give me ☐ won't take payment from others ☐ Other: _____
 Passengers: ☐ won't pay/won't ride with a driver that requires payment ☐ pay whatever the driver asks ☐ pay whatever the other passenger pays ☐ tell the driver what I am willing to pay before I get in the car ☐ other: _____
6. How did you normally commute to San Francisco before the new toll started (July 1, 2010)?
☐ drove alone ☐ drove with one other person ☐ BART ☐ AC Transit ☐ Ferry ☐ formal carpool (3+ people) ☐ casual carpool ☐ lived someplace else ☐ other: _____
7. Since the new toll started (July 1, 2010), do you use casual carpool to San Francisco...
☐ more than before ☐ less than before ☐ about the same ☐ I did not casual carpool before July 1, 2010
8. Why are you using casual carpool MORE OFTEN?
☐ less expensive than driving alone ☐ less expensive than public transit ☐ saves time ☐ easy to find drivers or passengers ☐ does not apply ☐ other: _____
9. Why are you using casual carpool LESS OFTEN?
☐ costs too much to carpool ☐ more expensive than public transit ☐ too hard to figure out how to split the toll ☐ too hard to find passengers ☐ too hard to find a ride/drivers ☐ does not apply ☐ other: _____
10. If you are using casual carpool LESS OFTEN, what are you using instead?
☐ drive alone ☐ drive with one other person ☐ BART ☐ AC Transit ☐ Ferry ☐ formal carpool (3+ people) ☐ go to San Francisco less often ☐ does not apply ☐ other: _____
11. Why do you casual carpool (choose up to 3 reasons)?
☐ saves time ☐ more flexible than other options ☐ reduces traffic congestion ☐ saves money ☐ improves air quality ☐ more pleasant than other options ☐ reduce my carbon footprint ☐ transit too crowded/unreliable/infrequent ☐ sense of community/social benefit ☐ other: _____
12. How do you normally get home?
☐ drive alone ☐ drive with one other person ☐ BART ☐ AC Transit ☐ Ferry ☐ formal carpool (3+ people) ☐ casual carpool from Beale Street loading zone ☐ WestCAT Lynx ☐ other: _____
13. If you use casual carpool to get home, how do you share the \$2.50 bridge toll FROM San Francisco?
 Drivers: ☐ I charge _____ per passenger ☐ amount depends on how many passengers there are ☐ I do not charge but will accept \$ if offered ☐ I do not charge or accept money ☐ no bridge toll on the way home ☐ other: _____ ☐ not applicable
 Passengers: ☐ won't pay/won't ride with a driver that requires payment ☐ pay whatever the driver asks ☐ pay whatever the other passengers pay ☐ offer to pay \$ _____ ☐ no bridge toll on the way home ☐ other: _____ ☐ not applicable
14. If you don't use casual carpool to get home now, would you start taking passengers at Beale Street if you could earn at least:
☐ \$.25/passenger ☐ \$.50/passenger ☐ \$1/passenger ☐ \$1.50/passenger ☐ ____/passenger ☐ not interested in taking passengers
15. Please describe your decision to pick up passengers at Beale Street (choose all that apply):
☐ I only pick up the number of passengers I need to use the carpool lanes.
☐ I pick up 1 person because I drive a 2-seater.
☐ I pick up extra passengers (more than 2) if many passengers are waiting or the weather is bad.
☐ I pick up only 2 people so drivers behind me can get passengers.
☐ I pick up extra passengers (more than 2) to collect more money.
☐ Does not apply.
☐ Other: _____
16. Would you pick up MORE passengers than you currently do if you could earn at least... ☐ \$.25/passenger ☐ \$.50/passenger ☐ \$1/passenger ☐ \$1.50/passenger ☐ ____/passenger ☐ not interested in taking more passengers

More Questions on Other Side...

17. What is your home Zip code? _____ work Zip code? _____

18. Age: ☐ 24 and younger ☐ 25-34 ☐ 35-44 ☐ 45-54 ☐ 55-64 ☐ 64+

19. Annual income: ☐ less than \$25,000 ☐ \$25,000-49,999 ☐ \$50,000-74,999 ☐ \$75,000-99,999 ☐ \$100,000-124,999
☐ \$125,000-149,999 ☐ \$150,000 +

20. Education: ☐ some high school ☐ high school diploma/GED ☐ some college ☐ college degree ☐ post-graduate education

21. Would you be willing to be contacted for future surveys or focus group research about commuting? If so, please enter your e-mail address: _____

Thank you for completing the questionnaire.
 Suggestions for improving commute options can be made at the bottom or e-mailed to: survey@rideshare.511.org.

Comments / Suggestions:

PEEL OFF STRIP AND SEAL HERE WHEN COMPLETED



BUSINESS REPLY MAIL
 FIRST-CLASS MAIL PERMIT NO. 689 OAKLAND, CA

POSTAGE WILL BE PAID BY ADDRESSEE

BATA CASUAL CARPOOL SURVEY
 511 REGIONAL RIDESHARE PROGRAM
 70 WASHINGTON ST STE 407
 OAKLAND CA 94607-9810

NO POSTAGE
 NECESSARY
 IF MAILED
 IN THE
 UNITED STATES



On-line Casual Carpool Survey 2011



Casual Carpooling Survey

This survey is being conducted by 511 Rideshare for travel in 2011. We are part of the 511 family of transportation information services, and we facilitate ridesharing in the Bay Area. The results of this survey will be used to further our efforts to relieve traffic congestion and improve air quality. All responses are confidential. Please complete the questions below. Thank you!

1. How often do you commute by casual carpool?

- ☐ occasionally
- ☐ once a week
- ☐ 2-3 days a week
- ☐ 4-5 days a week

2. Are you normally a driver or passenger?

- ☐ normally I drive
- ☐ normally I'm a passenger
- ☐ a little of both

3. Drivers: did you have a FasTrak® toll tag before the new toll started (July 1, 2010)?

- ☐ yes
- ☐ no
- ☐ not sure
- ☐ not a driver

4. Why do you prefer to be a driver or passenger?

Drivers:

- ☐ free parking at my work
- ☐ work is not close to transit
- ☐ need my car during the day
- ☐ need my car before or after work for errands/child care
- ☐ like driving
- ☐ other:

Passengers:

- ☐ don't own a car
- ☐ don't want to pay for transit
- ☐ prefer casual carpool to transit
- ☐ don't want to use my car
- ☐ don't want to pay for parking
- ☐ don't like driving
- ☐ other:

5. How do you share the new \$2.50 toll for carpools TO San Francisco?

Drivers:

- ☐ require payment/tell people my price before they get in the car
- ☐ take whatever passengers give me
- ☐ won't take payment from others
- ☐ other:

Passengers:

- ☐ won't pay/won't ride with a driver that requires payment
- ☐ pay whatever the driver asks
- ☐ pay whatever the other passenger pays
- ☐ tell the driver what I am willing to pay before I get in the car
- ☐ other:

6. How did you normally commute to San Francisco before the new toll started (July 1, 2010)?

- ☐ drove alone
- ☐ drove with one other person
- ☐ BART
- ☐ AC Transit
- ☐ Ferry
- ☐ formal carpool (3+ people)
- ☐ casual carpooled
- ☐ lived someplace else
- ☐ other:

7. Since the new toll started (July 1, 2010), do you use casual carpool to San Francisco...

- ☐ more than before
- ☐ less than before
- ☐ about the same
- ☐ I did not casual carpool before July 1, 2010

8. Why are you using casual carpool MORE OFTEN?

- ☐ less expensive than driving alone
- ☐ less expensive than public transit
- ☐ saves time
- ☐ easy to find drivers or passengers
- ☐ does not apply
- ☐ other:

9. Why are you using casual carpool LESS OFTEN?

- ☐ costs too much to carpool
- ☐ more expensive than public transit
- ☐ too hard to figure out how to split the toll
- ☐ too hard to find passengers
- ☐ too hard to find a ride/drivers
- ☐ does not apply
- ☐ other:

10. If you are using casual carpool LESS OFTEN, what are you using instead?

- ☐ drive alone
- ☐ drive with one other person
- ☐ BART
- ☐ AC Transit
- ☐ Ferry
- ☐ formal carpool (3+ people)
- ☐ go to San Francisco less often
- ☐ does not apply
- ☐ other:

11. Why do you casual carpool (choose up to 3 answers)?

- ☐ saves time
- ☐ more flexible than other options
- ☐ reduces traffic congestion
- ☐ saves money
- ☐ improves air quality
- ☐ more pleasant than other options
- ☐ reduce my carbon footprint
- ☐ transit too crowded/unreliable/infrequent
- ☐ sense of community/social benefit
- ☐ other:

12. How do you normally get home?

- ☐ drive alone
- ☐ drive with one other person
- ☐ BART
- ☐ AC Transit
- ☐ Ferry
- ☐ formal carpool (3+ people)
- ☐ casual carpool from Beale Street loading zone
- ☐ WestCAT Lynx
- ☐ other:

13. If you use casual carpool to get home, how do you share the \$2.50 bridge toll FROM San Francisco?**Drivers:**

- ☐ I charge per passenger
- ☐ amount depends on how many passengers there are
- ☐ I do not charge but will accept \$ if offered
- ☐ I do not charge or accept money
- ☐ no bridge toll on the way home
- ☐ other:
- ☐ not applicable

Passengers:

- ☐ won't pay/won't ride with a driver that requires payment
- ☐ pay whatever the driver asks
- ☐ pay whatever the other passenger pays
- ☐ offer to pay \$
- ☐ no bridge toll on the way home
- ☐ other:
- ☐ not applicable

14. If you don't use casual carpool to get home now, would you start taking passengers at Beale Street if you could earn at least:

- ☐ \$.25/passenger
- ☐ \$.50/passenger
- ☐ \$1/passenger
- ☐ \$1.50/passenger
- ☐ /passenger
- ☐ not interested in taking passengers

15. Please describe your decision to pick up passengers at Beale Street (choose all that apply):

- ☐ I only pick up the number of passengers I need to use the carpool lanes.
- ☐ I pick up 1 person because I drive a 2-seater.
- ☐ I pick up extra passengers (more than 2) if many passengers are waiting or the weather is bad.
- ☐ I pick up only 2 people so drivers behind me can get passengers.
- ☐ I pick up extra passengers (more than 2) to collect more money.
- ☐ Does not apply.
- ☐ Other:

16. Would you pick up MORE passengers than you currently do if you could earn at least...

- ☐ \$.25/passenger
- ☐ \$.50/passenger
- ☐ \$1/passenger
- ☐ \$1.50/passenger
- ☐ /passenger
- ☐ not interested in taking more passengers

17. What is your home zip code?

What is your work zip code?

18. Age:

- ☐ 24 and younger
- ☐ 25-34
- ☐ 35-44
- ☐ 45-54
- ☐ 55-64
- ☐ 64+

19. Annual income:

- ☐ less than \$25,000
- ☐ \$25,000-49,999
- ☐ \$50,000-74,999
- ☐ \$75,000-99,999
- ☐ \$100,000-124,999
- ☐ \$125,000-149,999
- ☐ \$150,000+

20. Education:

- ☐ some high school
- ☐ high school diploma/GED
- ☐ some college
- ☐ college degree
- ☐ post-graduate education

21. Would you be willing to be contacted for future surveys or focus group research about commuting? If so, please enter your e-mail address:

Thank you for completing the questionnaire. Suggestions for improving commute options can be made in the box below or emailed to survey@rideshare.511.org

Click here to finish



ABOUT SSL CERTIFICATES

Appendix 2 – Map of Casual Carpool Survey Sites



Appendix 3 – Casual Carpool Counts in 15-minute Increments

AM	1 Fruitvale/Montana	2 Claremont/Hudson	3 Pierce Street	4 Vallejo P&R	5 Lafayette BART	6 College/Claremont	7 Lakeshore/Grand	8 N. Berkeley BART	9 Park/Hollywood	10 Orinda BART	11 El Cerrito Del Norte BART	12 Hercules P&R	14 Fairfield	Total	1 hr totals
6:00-6:15	2	2	0	36	2	0	4	0	1	3	13	10	8	73	
6:15-6:30	4	4	0	36	7	1	2	4	2	4	17	15	13	96	
6:30-6:45	5	2	2	32	5	2	3	2	1	7	18	11	10	90	
6:45-7:00	7	5	2	31	6	5	9	7	4	5	29	9	7	119	378
7:00-7:15	10	4	4	26	9	4	10	5	6	9	33	15	4	135	440
7:15-7:30	10	5	9	25	16	5	11	24	7	11	30	17	1	170	514
7:30-7:45	19	8	8	26	11	8	22	26	11	15	13	11	7	178	602
7:45-8:00	18	8	10	19	12	8	30	31	13	7	19	11	3	186	669
8:00-8:15	14	11	5	15	5	11	40	25	16	18	20	12	6	192	726
8:15-8:30	15	11	8	14	10	11	15	30	13	10	13	8	2	158	714
8:30-8:45	10	15	7	9	6	15	36	29	6	10	15	8	0	166	702
8:45-9:00	8	8	9	4	1	8	15	27	7	3	15	2	0	107	623
Total 2011	122	83	64	273	90	78	197	210	87	102	235	129	61	1670	
Total 2010	142	152	85	263	82	93	228	244	84	101	224	141	71	1839	
Change Between 2011 and 2010	-14%	-45%	-25%	4%	10%	-16%	-14%	-14%	4%	1%	5%	-9%	-14%	-9%	

Peak 7:15-8:15

PM	13 Beale St - Hercules	13 Beale St - Richmond Parkway	13 Beale St - Fairfield/Suisun	13 Beale St - N. Berkeley BART/Del Norte BART	13 Beale St - Orinda/Lafayette Hill/Concord	13 Beale St - Walnut Creek/Pleasant	13 Beale St - Oakland Claremont	13 Beale St - Vallejo	13 Beale St - Combined Total	1 hr totals
4:00-4:15	5	6	5	5	0	2	2	9	34	
4:15-4:30	4	5	2	3	0	2	0	19	35	
4:30-4:45	10	9	4	0	0	0	1	17	41	
4:45-5:00	9	7	6	4	0	0	1	15	42	152
5:00-5:15	3	6	7	2	0	0	0	20	38	156
5:15-5:30	9	6	3	4	0	0	1	17	40	161
5:30-5:45	5	2	1	5	0	0	0	20	33	153
5:45-5:00	5	6	3	0	0	0	0	19	33	144
Total 2011	50	47	31	23	0	4	5	136	296	
Total 2010	48	54	53	26	0	0	1	176	358	
Change Between 2011 and 2010	4%	-13%	-42%	-12%	NA	NA	400%	-23%	-17%	

Peak 4:30-5:30

Appendix 4 – Write-In Responses – “Other” and General Comments

The survey was created with a number of questions that had the possible answer of “Other” available along with blank spaces for respondents to add comments. The responses to the open-ended comments are listed below.

Q4: Driver: Why do you prefer to be a driver?

Other:

- A quick 20 minute commute time from Grand Lake Theater to SF.
- appointment not close to transit
- appointments/special events/activities
- avoid traffic in am
- BART is expensive
- bring dog to work
- can park in the building
- carpool drop off is right in front of my building
- carpool lane
- cheap commute
- cheaper, safer and more convenient than BART
- childcare issues
- commute with husband once a week
- convenience
- convenient
- cost of transit is expensive
- didn't want to pay toll
- disabled
- disabled; can't take BART
- doctor appointment
- drive only as needed
- driving is more affordable
- faster
- faster commute
- faster on the way home
- faster than public transit
- faster to get home
- faster to get to work than transit
- fastest way to work
- gas prices and time savings
- go to school after work
- have family gathering
- have to take multiple transit to get to work
- home not close to transit
- husband likes driving
- I am disabled and can never get a seat on my way home from work on BART
- I drive on days I come home before the Transbay bus starts running
- I drive to SFO airport

- I drive when there is no parking at Vallejo carpool.
- I get off late, when BART is not convenient, i.e. 8 or 9 pm
- I hate the long lines in the carpool line
- I take my son to school
- I work as a courier
- I work other jobs and have limited commute time between them
- I would take three transit systems to get here
- immune compromised
- inadequate parking at BART
- injury can't walk far without pain
- it takes a bare ride and crowded bus ride to get to work
- job requirement
- less expensive toll fee and faster
- like control of the music
- long line coming home
- may have to travel to Oakland or Sausalito
- minimal cost to park at my work
- Multiple locations during the day, insufficient/inconsistent public transit
- must drive to second job
- my business requires it, I have clients in 3 counties
- my husband drives
- my wife cannot drive
- need car for after work volunteer
- need for shopping
- need to bring equipment to work
- need to bring too much stuff to work
- need to get to work earlier
- never know when work is over
- no choice, have to drive from Sacramento
- no public transit
- not bound to transit schedule
- on the two days a work I drive, I go to school after work
- on the way out of the city when I come through I save time going back to Pinole
- public transit is unreliable
- public transit more expensive and inconvenient
- public transportation is not clean/convenient
- rarely drive. When I do - because right thing to do for environment
- Save time / more convenient
- saves time
- saves time when driving home late. BART not frequent
- shorter commute
- shorter time than transit
- significantly faster than public transit
- skip any traffic at toll bridge, cheaper toll
- sometimes getting a ride from others is not an option because a lot of people stopped driving

- sometimes, work over
- take my son to SF school
- takes one hour off bridge commute
- time
- time saver
- too many stops to get to work on public transit
- using public transit, commute would take one and half hours each way
- variety of above #2, 4
- we live far and BART is \$12 round trip!
- wife needs car
- work in Daly City
- work late - dangerous to walk to BART
- work late most day and want my car
- work schedule

Q4: Passenger: Why do you prefer to be a passenger?

Other:

- already drive 1 hr and 15 min from Lincoln, CA
- always get a seat, closer to my house than transit
- avoid return trip's traffic jam
- avoid traffic
- BART is too crowded in the morning with poor ventilation
- BART is too noisy
- beats standing up in BART
- can't afford gas
- Can't afford toll, gas, and parking every day: \$15 per day
- can't drive, limited vision
- can't park at work
- cannot afford public transit
- car is needed by other family members
- carpool drop-off closer when I get in. most take some
- carpool is easier in the mornings because of timing
- carpool lane
- carpool stop pickup near my house
- carpool to work/ public transit home/ use own car to get to pick up location
- casual carpool is closer to my home than BART, and I always get a seat
- Casual carpool is faster than BART
- casual carpool is faster than BART or Transbay AC Transit
- Catastrophic climate change. I don't need to drive
- cheap commute
- cheaper
- cheaper and faster than BART
- Cheaper than transit (\$1.00 one way) and most times faster (very little wait time).
- cheaper than transit, breaks up the commute
- cheaper, faster
- cheapest way

- Closer to home and work than mass transit and cheaper
- closer to my home than BART
- commute with friend
- convenience
- convenience and speed up of commute time
- convenience, infrequency of busses, and quicker
- convenient
- cost less
- costs less
- crowding, standing
- didn't want to pay the toll
- do own a car, but all other reasons above apply
- don't have a license
- don't like driving AND want to help environment
- don't need to drive
- don't drive
- don't have parking; would take BART otherwise
- downtown meeting
- drive into city is a major headache
- drop off in SF is at my building
- easy and green
- ecological reasons
- economical
- environment
- fast
- fast and cheap
- faster
- faster and convenient
- faster and less expensive.
- faster arrival time
- faster commute
- faster in am/BART home
- faster than BART
- faster than BART and better
- faster than MUNI
- faster than public transit
- faster than the H on an average day
- faster than transit
- faster to get to the city
- faster train public transportation
- faster, greener
- faster, less expensive
- faster, more reliable than transbay bus
- fastest way - don't have to wait for bus
- fastest way to work
- fastest, nicest way to work

- fewer buses in the morning, carpool is more readily accessible
- flexibility
- for green
- free (in most times)
- gas prices
- gas prices (read the news, its kind of high)
- gas prices, etc
- gas too expensive
- gas, parking costs, tolls are too expensive
- going to longer trip, car breaks down
- have you been on BART recently?
- I always get a seat!
- I always get a seat! There are no seats on BART when I commute
- I bike to BART and as a result, don't have to validate BART parking
- I can't afford public transit
- I can sit down unlike BART
- I don't drive
- I don't want to stand
- I don't have to stand up for the commute
- I know I can catch a ride even after the last AC transit bus, and I don't want to use my car and pay to park
- I like the extra walk to the carpool pickup point, carpool can be quicker than BART
- I walk from drop-off to work 1.6 miles for exercise
- if BART went to Napa I would take BART; hate transferring from BART to bus 80
- it's faster and convenient
- it's faster to use casual carpool
- it is quicker
- it is quicker, less expensive and clean
- it is the right thing to do for the environment
- less expensive and more flexible than the bus
- less expensive than BART
- like guaranteed seate and view
- like to walk to carpool
- location for drop off/pick up
- location of pick up/drop off
- meet wife from BART
- missed then train
- more convenient
- more convenient than driving or bus
- more economical
- more relaxing
- most convenient all around
- My carpool driver works at my office building
- my wife usually takes our car to work
- need to walk

- never had a driver's license
- No BART station nearby
- no parking at BART or on streets
- no parking available at my job
- no place to park
- no seating available on BART
- no seats available on BART
- no seats on BART; BART is filthy; don't like to drive
- no transit from Vallejo to SF directly
- not tied to bus schedule, more frequent
- Often quicker than BART
- one car family
- only one mode of transportation. No direct buses in Fairfield
- only two hour parking around work/ pay \$12 a day. Help the environment
- option to transit when not riding my bike
- own a car but its used for child care transportation
- parking - too expensive
- parking in SF is expensive
- parking is expensive, gas is too high, and now we have to pay to cross the bridge
- parking is hard to find in SF
- Parking is too expensive in the City, can't afford it.
- parking issue and car availability
- parking too expensive
- prefer being a passenger over a driver
- proximity to my office
- proximity to where I live, always miss the bus
- quicker
- quicker and cheaper than BART
- reduce air pollution/fossil fuel consumption
- reduce carbon footprint
- relieve traffic congestion and improve air quality
- ride in with husband
- riding with my son, the driver
- save \$ and time
- save gas
- save gas and environment
- save money and close than bus stop
- save money, quicker than BART
- saves me 20-30 minutes - get dropped off in front of my office
- saves time
- saves wear and tear on my car
- saving money
- saving money on transit
- saving time and money
- savings
- savings is substantial even when BARTing to carpool

- significantly faster than transit
- spare the air
- spare the air, reduce CO2
- spouse uses the car
- stress
- takes one hour off bridge commute
- the bus costs too much due to union labor!
- this is the quickest AND cheapest way to get to work
- to cut my monthly expenses
- toll
- too expensive to drive to SF everyday, gas, parking and toll
- Too Expensive to Pay toll daily (\$5 for two bridges) Gas, etc.
- traffic
- traffic issues on the way home
- traffic on I-80
- transit in my area too expensive
- transit not on schedule, bus schedule unpredictable, unreliable
- transit take longer, longer walk
- usually faster than BART on the way in, and BART is faster than driving on the way back
- want to reduce car use
- want to relax in the afternoon, nap on way home
- we own only one car
- work in on the other side of city
- would like to find someone to split driving costs with

Q5: Drivers: How do you share the new \$2.50 toll for carpools TO San Francisco?

Other:

- 90% passengers are not offering the toll
- ask for contribution after I start
- contribute the money to nonprofit
- don't ask
- don't ask don't tell
- don't ask for money
- feel awkward asking, riders are generally selfish
- Have a sign requesting \$1, but if they don't give it, not a big deal
- I asked and did not get anywhere with passengers
- I do not ask for payment
- I don't ask - uncomfortable
- I don't ask for payment
- I HATE asking for money but believe riders should pay their fair share
- I hope they offer money
- I never ask and take \$ when offered
- I never ask, but if passengers offer \$ I'll gladly take it
- I request a dollar from passengers
- I should take money but feel logistically a pain

- I want to pay it by myself
- I would not make money, except it seems I am expected to pay, so it's like payback
- if a passenger has to ask, I figure he's too cheap!
- If I ask for money, they refuse to ride with me
- If I offered, I ask passengers to donate \$1 to charity or homeless
- it sucks!
- leave up to passengers
- no money
- no one offers to pay
- no one pays
- one out of 50 pay anything
- passengers already know the amount to share
- passengers are too cheap, they won't share the \$2.50
- passengers share the toll. It is what carpoolers thought right to do.
- people don't normally offer. I don't make a big deal
- riders already know
- riders pay all tolls
- set fee
- sometimes accept, sometimes decline donations
- sometimes they don't pay!
- split between riders
- would prefer consistent payment of passengers

Q5: Passengers: How do you share the new \$2.50 toll for carpools TO San Francisco?

Other:

- \$1.25 for 2 passengers, \$2.50 for 1 passenger
- \$1.25 for 3 passengers, \$1.25 for 2 passengers
- \$1.25 for car that picks up 2
- \$1.25 or \$1 for 3+ people
- \$1.25 or \$2.50 if 2-seater
- \$1.25/\$2.50
- \$2 or \$3
- \$2.50 if it's me, \$1.25 if two of us, \$1 3 or more
- \$2.50 if only one rider, \$1.25 if two of us, \$1 3 or more riders, \$2.50 if after commuting hours
- always give it to driver as soon as I get into the car
- always offer once in car
- always offer to pay
- always pay
- as when I drive, I don't usually pay
- ask if the driver would like a dollar for toll
- at Lafayette it has become a "no offer no ask" policy
- at our carpool pick up, the drivers don't usually ask for payment
- contribute to cover the toll
- different each time

- does not come up
- don't like it being required
- don't mind pitching in to cover the toll cost
- don't volunteer; may pay if requested, depending on driver and whether I have change
- driver's don't usually ask
- drivers don't ask
- equally divided fee among passengers
- get in car, offer to pay one money, if accepted, pay it
- gift cards to driver
- give fair amount
- Hand a dollar to the driver after I'm buckled in. I tell them it's a little help for the toll. I take it back if they don't want it.
- hand the \$ share before riding
- hardly any drivers ask, but if they do, I give \$1
- has not been an issue, no driver has asked for money
- have never been asked
- haven't been asked
- I'll give \$1.00 if they ask
- I always get in first then offer to contribute. Some drivers say no and most say yes and thanks
- I always offer
- I always pay
- I ask if the driver takes donations for the toll
- I give drivers \$1.00/\$1.25
- I have never been asked to pay bridge toll by any drivers
- I love to help the driver, so I pay if it is okay
- I offer to pay
- I pay
- I pay if driver asks or other offer \$1.00
- I pay my fair share
- I pay my toll share
- I rarely pay, it is inconvenient and messy
- I usually pay but not when the driver demands it
- I will contribute if a driver asks me to, but since I drive three days and don't take payment since I think the passengers help me a lot. I'm annoyed when people ask.
- I will, but resent being asked
- I'll offer \$1.00, but not always
- If driver asks, I will pay. If she says "you can donate if you like" then I won't
- If I happen to have a dollar bill, ask if the driver is accepting donations and pay a dollar.
- if not a asked don't pay
- it's 50%. Some drivers as for \$1 and others do not. I also sometimes offer \$1 as I get in.
- just offer payment upfront
- just pay
- Lafayette - no payment is the standard

- majority of the drivers usually don't ask
- make contribution on own
- me and the other passengers split the \$2.50 toll
- mix
- never been asked
- never been asked yet
- no one asks anymore
- no one ever asks
- none of your business
- occasionally pay, often I do not like to pay when driver is rude about receiving money
- offer
- offer \$1 - \$1.25
- offer \$1 which is sometimes refused; so far payment not requested
- offer \$1.00 - after buckling seat belt
- offer \$1.00
- offer \$1.00 every time unless refused by driver or don't have cash
- offer as soon as I get in the car
- offer if other passengers offer
- offer money upon entering car
- offer once I'm in the car
- offer payment
- offer payment to driver
- offer to pay
- offer to pay as soon as I step in the car
- offer to pay if car is clean/nice
- offer to pay once in car
- offer to pay once in the car
- offer toll contribution in car
- offer when I get in
- once seat belt on, I offer - 'can I donate a dollar towards the toll?'
- only pay when driver requests it
- passengers just seem to pay the toll
- pay \$1 - \$1.25
- pay \$1 if driver asks or other rider offers
- pay \$1.00 if asked
- pay \$1.00 if asked and if have cash handy
- pay \$1.00 or \$1.25 depending on driver
- pay \$1.00, after seated
- pay \$1.25 if there are 2 passengers; pay \$1 if there are 3 passengers; pay \$2.50 if I am the only passenger
- pay \$1.25 per ride with three total or \$2.50 with two total
- pay at end of trip
- pay at time I get in car
- pay based on type of car
- pay before I get out of the car

- pay half
- pay half the carpool price
- pay if driver requests payment (rare), usually \$1
- pay if the driver asks or the other passenger pays
- pay whatever I feel like
- pay when asked
- pay when asked (some drivers ask \$1.00, one person asked \$1.25)
- pay when driver asks
- pay when I get in the car
- pay when someone offers to pay first, otherwise, I do not pay
- pay when there is a line of passengers; do not pay when there is a line of cars
- pay without question
- people no longer asking/volunteering the toll
- people who ask for \$ are losers, if you are going to ask, post it on the car window
- put a toll cup in car. If they see it and want to give, great
- rarely have cash
- see if driver asks and needs the money
- set fee
- share with other passenger
- sit uncomfortably until asked for money
- sometimes don't have money
- sometimes I ask for \$1.00
- sometimes I don't pay even if others do, sometimes I pay even when others don't
- sometimes I pay
- sometimes offer \$1.00, sometimes not
- sometimes offer as getting out; most drivers seem offended when I offer
- sometimes offer, sometimes not
- sometimes pay what I can afford
- sometimes volunteer \$1.00
- split between riders
- split toll with other riders
- still unclear if I should pay
- the \$2.50 toll is a punitive measure for doing the right thing (carpool)
- there is only one car at the Orinda carpool that has asked for \$1
- they don't take payment in Lafayette
- though it usually doesn't come up
- Vallejo commuter, don't ask the driver, just pay the driver
- very few drivers ask anymore. If a driver requires, then get in next car
- volunteer payment if driver seems to need it
- will not pay even when drivers ask
- will offer \$1.00, but I dislike feeling like its required
- Will pay \$1.00 when the Driver asks
- Will pay whatever asked, but resent b/c I help driver save \$ and time
- won't pay unless the driver insists
- you know what to pay

Q6: How did you normally commute to San Francisco before the new toll tag started (July 1, 2010)?

Other:

- 80 Bus
- About 75% casual carpool; some BART, some AC Transit
- AC if no carpool; BART if I go later
- and bus
- BART is expensive
- Baylink #80
- bus
- carpool every day
- combination of casual carpool, BART and AC Transit
- did not commute
- did not commute to San Francisco
- did not commute to SF
- did not work in SF
- didn't commute
- didn't commute/have a job in SF
- didn't have to commute
- didn't live in Bay Area
- didn't work downtown
- didn't live in SF
- drive/carpool
- drove to bus/ no buses from Point Richmond to San Francisco
- drove with two people
- employer provided vanpool
- Fairfield bus
- family of 3
- FAST bus service to BART
- I'm very flexible
- I did not work in the city
- I didn't live in the bay area
- I didn't live outside of SF at the time
- I have a two seater
- I started commuting after the toll went into effect
- I was the driver
- lived in city, worked in East Bay, reverse commute
- Lynx
- Lynx in P.M. (West Cat)
- mix
- motorcycle
- Muni and CalTrans
- new job
- no commute
- pay what is the correct share

- rode motorcycle
- same casual carpool in/ AC home
- shuttle
- two seater carpool
- Vallejo Transit
- was unemployed
- Westcat - Hercules
- work elsewhere
- worked in Berkeley
- worked in the East Bay
- worked someplace else
- Total

Q8: Why are you using casual carpool MORE OFTEN?

Other:

- AC Transit cut times
- affordability
- always have a seat, close to home
- and more convenient
- appointments in SF
- BART sucks
- better for environment than driving alone
- better ventilation, and more comfortable than BART
- can't afford \$6.00 toll
- can't drive
- can get seat and more pleasant than BART
- casual carpool stop is most convenient public transit for me and it happens to be the cheapest
- comfortable
- convenient
- convenient location, closer than BART
- drive to closer location for weekly dinner w/ mom (she moved)
- environment, less stress than driving
- faster
- faster in carpool lane
- for green
- good for environment
- hard to find BART parking
- helps to keep cars off the road
- I'm not
- I just happened to take casual carpool when the toll increased
- I like going over the Bay Bridge
- I moved
- I was working in the city for 8 days
- inconvenient bus schedule
- injured, unable to ride motorcycle

- job promotion = free parking
- just learned of it
- less expensive and saves time
- less expensive than BART
- lost my regular carpool
- money
- more comfortable than BART
- more convenient to my new job
- more elbow room during peak hours and a guaranteed seat
- more morning SF assignments than before
- more pleasant than BART
- more reliable, less expensive and saves time
- My vanpool disbanded so I started using casual carpool.
- new commuter
- new job
- new job closer to drop off location
- nicer than BART
- parking rates in SF are raised dramatically
- please do not increase the fee again
- preference to public transit. I can control my environment
- San Francisco transit benefits
- save money
- save money and time
- see other response
- who doesn't like a chauffeur?
- work in SF and convenient
- work promotion with parking passes
- work scheduled changed
- youngest son went off to college from a family of 3

Q9: Why are you using casual carpool LESS OFTEN?

Other:

-
- am leaving later than everyone so BART is a little faster
- busses home have been cut
- coincided with a move at my office in SF, less convenient to carpool
- convenience
- cost of fuel, passengers are not sharing toll
- don't always have \$ and receive free transit card
- don't like toll for carpool
- don't want to deal with awkwardness about toll splitting
- don't like being charged by a driver that is not a licensed taxi
- don't like to ask and am upset that people offer
- drop off wastes some time
- easy and less money (fare)
- economy restricts
- flexibility of return
- gas prices
- get pissed when drivers demand money (this hasn't happened much, but it is annoying if they do.
- green busses more comfortable and drivers are better
- hard to find parking in Vallejo
- I cannot use my commuter checks from work for casual carpool payments to the driver, if the driver requests payment
- if I have to pay and no lines rather go alone
- increase in cost lessens convenience
- it's a pain to have to work out money
- it's not that it costs too much. It's still cheap, but it's annoying that it's not free anymore
- it's the only way to travel across the bridge, not sure why others are not doing the same.
- job
- Laid off
- Less drivers due to gas hike!
- location change of my job
- many riders don't offer \$, so less incentive to wait for passengers
- more of a hassle so try to do more formal carpool
- more rider lines, too long, especially afternoon wait
- most passengers do not contribute and wait at toll plaza is not long
- moved and driving became more expensive
- moved to less active location
- no option for using carpool the same...
- no parking/safe parking
- no ride home at Oakland stop
- not a whole lot of incentive
- Not as much money savings as before

- Not as stress-free when they added the toll-have to wonder what to do each morning
- not saving much because of new toll
- only goes to SF
- only when it rains or accident on bridge
- overall cost to drive/park higher
- parking near usual carpool
- passenger don't contribute
- pay system created awkwardness between drivers and riders
- resent being asked for money
- saving is less
- seems like ridership is lower since toll increase
- some dangerous drivers
- spending more time in the city, instead of carpool
- takes away from bus revenue
- the \$ situation is now awkward, not much savings
- the toll makes it AWKWARD
- toll creates an awkward social dynamic in car; straight barter was more comfortable
- used to be a passenger more often
- want a change
- work at home more, travel
- work from home more often

Q10: If you are using casual carpool LESS OFTEN, what are you using instead?

Other:

- 80 Bus
- assigned carpool. Two in a car for S.M. Bridge
- fast transit to Fairfield
- I don't commute instead
- Laid off
- LYNX
- stay in SF with family
- staying in SF more often
- take ferry from SF
- use GG Bridge northbound
- West Cat
- work from home
- work from home on Thursday's of cross toll plaza after 10:00 am
- work most weekends, no casual carpool

Q11: Why do you casual carpool (choose up to 3 reasons)?

Other:

- AC Transit does not offer express service on a frequent basis in the morning
- all of the above
- all of these

- always get a seat
- always get a seat to read
- bad back - carpool have less impact physically
- bad transit bus drivers give me nausea
- BART is too expensive
- BART stinks, literally. It is so gross. The last time I was on BART a woman actually peed in her seat. NASTY!
- BART sucks
- BART trains aren't clean
- break from driving
- bus schedule irregular
- can't afford public transportation
- can't get a seat on BART
- can't get a seat on BART; like to work on laptop while going to work
- closer to my house than other options
- closest/fastest option
- convenience
- convenient
- convenient location
- cost
- direct, no transferring
- don't have a car
- don't like to drive
- don't live close to good transport
- drive home late and prefer car over BART at night
- drop off is closer to my work
- easier on my foot, don't have to walk so far to get a ride
- easy
- easy to get to
- enjoy meeting new people!
- excessive time for too many buses to get ot work. Ten to 45 minutes each day
- exercise
- ferry too slow and does not come often enough
- get on time
- Get to sit instead of usually standing on BART-more comfortable
- great view of SF Bay everyday
- hard to find parking at BART
- I am driver, no BART close
- I am in a formal carpool, only use casual when fewer than 3 in carpool
- I get a seat
- I have no choice but to drive
- I love my car
- I now have pickup at BART after work too
- I work at Fremont and Howard
- increases exercise
- it's fun!

- It is the only direct option to get from Vallejo to San Francisco. Only other option would be to take a bus to el cerrito bart, which is not exactly the most safe area.
- less expensive than BART
- less stressful than driving or public transit
- meet friends
- more comfortable
- more convenient - close to where I drop off my high school kids
- more convenient parking
- most convenient drop-off location downtown at Fremont and Howard
- my destination is not near public transportation in SF
- necessity - I'm disabled
- need car before work or for work
- no BART
- Not noisy like BART
- part of family, morning routine
- pick up spot closer than BART
- public transportation too expensive
- saves money
- some money
- temporary tran bay terminal less convenient
- to get to school after work
- train costs too much since democrats give unions anything they want!
- transit in my area too expensive and inconvenient
- transit in the city is challenging, I do own a folding bike,

Q12: How do you normally get home?

Other:

-
- 80 bus from El Cerrito del Norte BART to Vallejo
- AC Transit; then car home
- and 90 bus line
- and bus
- and then I drive my car
- Arranged Carpool, Bart/Bus
- BART and bike home
- BART and bike; I leave it al Embarcadero BART
- BART and carpool
- BART or AC Transit (I use both)
- Baylink - El Cerrito
- because people are not willing to share the costs
- casual carpool from Beale St. when my day finishes downtown
- en route to Marin County to work
- Fairfield bus
- fast
- FAST
- FAST bus

- fast transit when carpool is slow
- I only use BART because there is no other option and I don't want to swim
- I would casual carpool if it was available to drop off in Fruitvale
- MUNI
- or I drive home with my son who goes to SF State
- pick up my children
- plus spouse pickup
- SFX Bus
- UCSF vanpool
- Vallejo BART link
- Vallejo Transit
- vanpool
- walk to BART
- Westcat bus

Q13: Drivers: If you usually casual carpool to get home, how do you share the \$2.50 bridge toll FROM San Francisco?

Other:

- ask for a contribution toward the toll, and accept what is offered
- I accept what people give me because I am uncomfortable asking for money. But i believe riders should pay their share. If I pick up 2, it should be \$1.25, if I pick up 3, it should be \$1
- passengers expected to share toll
- whatever they give

Q13: Passengers: If you usually casual carpool to get home, how do you share the \$2.50 bridge toll FROM San Francisco?

Other:

- depends on how many passengers
- hopp
- I ALWAYS pay \$1.25, unless we are going to miss the toll on the way home and then I'll pay more
- I pay half (\$1.25) as most drivers pick up 2 passengers
- I would use casual carpool to get home, but there are never any cars that stop at the pick-up sign for Grand Ave./Lakeshore at the Beale Street pick-up spot.
- no toll
- pay \$1.00 if three passengers
- Pay \$1.25
- pay whatever the toll is/passenger
- pays 1.25
- same as above
- split the toll cost
- split with other passenger
- split with other passengers
- take AC transit bus

Q15: Please describe your decision to pick up passengers at Beale Street (choose all that apply):

Other:

- after 7pm
- carpool lane eastbound doesn't really help much
- did not know about Beale Street pickup for reverse commute
- does not affect my commute time
- does not save time on the way home
- does not save time when going to North Berkeley
- don't know there was a pick up for the way home
- don't return in commute hours
- drive a van sometimes
- fourth seat has equipment
- get off after carpool hour
- I've never picked up at Beale street. because I don't know how it works
- I depart SF at 3:30-4 to avoid bridge traffic
- I didn't know there was a Beale St pickup spot
- I don't because there are no people, they all take BART
- I don't drive home normally, but if I did, I would take as many that want to come and I wouldn't charge them.
- I don't know if people/passengers to Berkeley wait at Beale St. I went two to three times and there were only Vallejo/Hercules passengers
- I don't leave work early enough to pick up evening commuters
- I don't like seeing too many in line
- I don't like to see so many people in line
- I don't pick up because it's confusing which line is which
- I don't, as it would not save time and would be inconvenient.
- I don't drive
- I drive a 6 passenger van
- I leave work after carpool hours and work in South SF
- I take 2 because I drive a coupe (difficult to load/unload)
- I think if I drive - I would pick up for the benefit of the environment
- If I pick up at Beale it would be to reduce traffic and improve air quality
- If more carpool lanes to get on bridge and lane on bridge I'd be more likely to do it
- If there are 3 friends in line, I'll take all three
- if there was a carpool lane to Oakland on 580
- if there were reliable people to pick up to get back to where I live.
- it doesn't help with getting on bridge
- leave work after carpool hours
- long line of passengers waiting
- my destination is actually in the Peninsula. Only pass through SF
- my exit is Lakeshore and I never see anyone waiting at that stop
- my office is near entrance to bridge to east bay
- my Orinda destination does not have return passenger consistently. Thus, I would have to get in a long 2nd street line to enter the freeway.
- my wife is usually with me so we normally pick up two for a total of four
- no carpool lane at hwy 24
- no carpool lanes, no benefit

- no Lafayette riders
- no reliable time advantage - too difficult to coordinate destination
- not on my way home
- not worth going in traffic to Beale Street
- odd hours
- only pick up when work past 5pm
- passengers seldom take casual carpool to Oakland
- passengers, not drivers
- people rush to ride with me so sometimes I take 3-4 passengers, which I am currently going to stop doing due to damages to my car
- pick up enough to fill the car
- pick up more than two always, Fairfield line is long!
- pick up more than two unless someone else wants them
- pickup not close
- please do not raise the cost again, times are hard
- pm only occasional
- return home on SM Bridge not Bay Bridge
- rider only
- saves time
- sometimes I see people I know
- There's no incentive to pick up passengers since there's no toll.
- there are no passengers available
- there are not usually passengers going to Oakland
- there aren't many people coming to Berkeley
- unaware of option
- usually in a hurry to get home for child care and don't have the time to mess with unhooking chair
- usually or most of the time pick up three passengers
- when I drive I use my car during day and am not returning home from SF
- wife already in car and 2 others
- work on Treasure Island
- would pick up passengers if there was a way to get home faster. At the moment there is no speed benefit
- would want to get home faster and save money

Respondents were asked to provide suggestions for improving commute options.

Suggestions for improving commute options can be made at the bottom (of the survey) or emailed to: survey@rideshare.511.org.

Location	Comment
Online Survey	<ul style="list-style-type: none"> The change in tolls for carpoolers is the MOST infuriating tax I have encountered in my lifetime. It has injected a disturbing interpersonal, social dynamic between drivers and riders. I live in Jack London Square and drive to the Casual Carpool pickup at the Grand and Oakland Ave intersection. It would be great if there was a pickup closer to Jack London. Q#14 & 16 should have a "not applicable" or "does not apply area to click. I love Casual Carpool. Thank you for organizing this website for all to use. Keep up the good work. Improve transit options outside of SF. Trains (with plastic seats and no carpet) going to more locations. Work with cities to provide additional parking options. Abolish the toll for carpoolers. I used to drive occasionally, but now I can't afford to. If you want to discourage driving, make Casual Carpool free and reduce the single-driver lanes. This sounds like you are trying to figure out how to institute a fee for using Casual Carpool or that you are going to raise the tolls again. Rideshare should not be involved with Casual Carpool. Try to move the stop on Beale one block up (bet. Fol & Harrison) to avoid the congestion which is now created by the Greyhound buses. It is also dangerous now when cars are pulling out and buses are trying to make a right turn onto Folsom. Your survey was a waste of paper. Why not hand out index cards directing people to the website instead? If you're trying to increase participation, hand out pens with the survey. Not clear how above questions will be used for any decision-making. Demographics unlikely to be of any use. Suggestion: I was only permitted to answer many questions as either a driver or passenger, not both. While I am a more frequent passenger, I do occasionally drive and would like to have answered questions as both. please don't use my email address for marketing. A QR code would have been great so that I can scan with my Smartphone and fill out the questionnaire during the commute. Any way to see the results of the questionnaires that I filled out in the past? A waiting shade should be installed at Beale Street. The sharing of \$2.50 does not quite work for Casual Carpool. Three people are usually in the car. If the passengers pay, then each passengers pay \$1 and the driver pays \$.50. When the driver takes three passengers, sometimes they collect \$1 from each. I would like expanded options of Casual Carpool after work from San Francisco to Berkeley/Oakland. The carpool drop off area in San Francisco needs improvement. The carpool lane should be wider. There should be a barrier between the carpool lane and the other lanes in all areas before the Bay Bridge.
Fruitvale/Mont	<ul style="list-style-type: none"> Please stop charging toll for carpoolers. Less people (including myself) want to carpool if we

ana	<p>are being charged toll. Thanks.</p> <ul style="list-style-type: none"> • No charge on carpool. • Want to cancel carpool to commute home and drop off at Fruitvale Oakland carpool parking lot. Thanks. • Didn't see Fruitvale area on SF-East Bay Beale Street signs. Would ride if there were drivers to my area. • As a general rule, the riders offer \$1 each to the driver for a contribution to the toll. Majority of drivers accept – a few have declined the \$1. Most drivers don't ask as most riders offer the dollar. A few drivers have signs in their cars about asking, and one regular driver does not pull away from the curb until each rider has paid a dollar. • It's a shame there's a charge for diamond lane commuting. It made me drive to BART. Increased my emissions. In the past, I used to walk to informal carpool. Then commute by Muni to work in San Francisco. • Poorly designed survey! We design and implement surveys and focus groups. You need help! ***@***. • There should be an HOV lane on I-580 West beginning at Grand to connect to the HOV lane to the Bay Bridge during commute hours Monday – Friday. • Great survey!! • My suggestion is carpool should be returned back to normal purpose. Governments should stop charging drivers to pay for carpool and help both the poor and the needy. Thanks. • Carpool is a great way to commute into San Francisco. That would be awesome if they can set one up at Beale Street to go to Fruitvale parking lot, 1st stop after Fruitvale Exit. Thanks. • I still cannot believe those of us driving 3+ people have to pay! Ticket everyone on the bridge who's exceeding the speed limit and you'd generate 10X the revenue. • The \$2.50 toll is unfortunate and has caused some bad feelings between drivers and riders – bad choice in source of revenue. • It sure will be nice when the eastern, and western, span Bay Bridge bike lanes are ready and we can just bike to work instead! • I am still resentful that BATA inserted itself into a decades-long cooperative movement in order to generate revenue. While I understand times are hard and funding/subsidies scarce, the fact remains that the imposition of tolls on carpools was a slap in the face to those who have been doing the right thing by easing congestion and reducing pollution by sharing rides. • Tell AC Transit to keep their buses out of the fast lane on the incline of the Bay Bridge. Slow buses cause faster cars to pass on the right and it is dangerous. • Make carpool free – not fair to penalize do-gooders! • I'm not sure why I was asked to answer these questions, but I did. I'm okay with paying the \$2.50 if that is the way it has to be, but the passengers at times are reluctant to offer up any money which is sad, considering they are the ones receiving the bulk of the benefits. • I live in the East Oakland Hills. I could use public transportation; however, it would take me three hours per day more to my place of employment south of Market. It would be cheaper as I am a senior citizen. I would also need to travel on three different transit agencies, AC Transit, Muni, and BART. • Speed up traffic light cycle time for FasTrak-only lanes on Bay Bridge. FasTrak-only lanes can be a disincentive • Every city should have carpool station if possible, especially San Leandro. • Keep AC Transit buses out of fast lane while westbound.
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	<ul style="list-style-type: none"> Regarding question 13 – what bridge has a toll from San Francisco? None that I know of. I only carpool when I stay at my girlfriend's house, otherwise I take BART. Say "Hi" to all the RIDES alumni for me. Matt. Thank you for all your hard work and efforts. Q#13 – There is no toll from San Francisco – Oakland. I guess there is to Vallejo. This was confusing. We (including the bus) need a carpool lane from San Francisco to Oakland. A bus stuck in traffic is a poor commute option compared to driving. I wonder why carpools are charged if the purpose is to reduce traffic on the bridge?! Love this system! I have just moved and am now commuting from Fruitvale carpool; I used to commute from Park Blvd. The payment culture between the two is different. Park Blvd. drivers decline payment more often than they accept it. Fruitvale drivers almost always accept a donation. I hope the intent of this survey is not to institutionalize the Casual Carpool and even the share of the toll. These are genuine expontaneous popular initiatives. If you want to do any good for this community, fight for the cancellation of toll for carpools. Thanks for doing this. On the whole, the trend at my pickup spots is to expect one dollar from each passenger, which I don't think is fair for reasons I'd be happy to explain. Suggest you find a way to get carpool lane with no fee. Paying for carpool is stupid. Excellent suggestion. The \$2.50 carpool toll is counterproductive, get rid of it. Creating more of a transit center at Fruitvale and Montana. City Car Share or Zipcars. More focus on getting people back to their starting point in Oakland using Casual Carpool. I know there are substantive reasons for charging tolls to Casual Carpoolers, but the requirement has had a really negative impact on the culture of Casual Carpooling. What used to be a win-win situation with maximum flexibility, now is a more strained situation in which riders uncomfortably decide whether they have to hand over their money and must always remember to have \$1 bills available. It's not about the money. It's about the reduced convenience and awkward dynamics that never used to exist. Please stop raising prices for bridge rolls. Thanks. Forget the survey and trying to figure out ways to make more money off of Casual Carpool. Clean up BART and leave Casual Carpool alone. Good grief, figure out ways to make money not off those of us trying to conserve energy! Where are your ethics? Remove the \$2.50 toll for casual carpoolers. We are already doing our part to reduce carbon footprint and traffic congestion.
Claremont/Hudson	<ul style="list-style-type: none"> It was very disappointing when they started charging a toll for carpools. It's the wrong place to increase fees and to the extent one person is using it less, it's a mistake. I like to bike. I wish BART would add few more "boxes" extended to trains that would be bike only so we could commute on BART during peak hours. Also wish BART would take out carpet, not hygienic. And extend hours till 2 a.m. or later. Also wish clipper cards don't glitch when entering/exiting BART. For some reason they don't always register, which is annoying. Would love a separate line for Civic Center passengers at the Hudson/Claremont Casual Carpool pickup. Don't think passengers should have to pay. Drivers get savings in toll fee – that's enough. When I drive I never ask for money. I don't think it's right to charge the carpools. It's obvious that just because we don't have an advocacy group, we got nailed. But meanwhile have how much do we pay in subsidies to decrease our greenhouse gas emissions. Also I would ride my bike if there were bike lanes to

San Francisco.

- The toll messes up the spirit of Casual Carpool, and I'm sure the money is not worth it. Same when I ride my motorcycle - \$2.50 during the commute is not cost effective for me. Very few riders give \$1 to drivers – which is very unfortunate.
- Thanks.
- I use Casual Carpool because it's a unique Bay Area organization, it's convenient, and I like the idea of an informal carpool.
- I love Casual Carpool!!!
- Beale Street commute home: I would take Casual Carpool home if there were a carpool access to the bridge that would actually save time. The Vallejo carpool (to Vallejo) works because of the carpool lane on 80 – costs less and saves time.
- Make carpooling free again.
- Get rid of toll for carpoolers.
- Sponsor Carpool Showdown on KOFY TV!!! Roger.
- When the new toll was implemented, drivers started asking for contributions for the toll. While still a cheap commute, I considered switching to BART because I receive a commuter subsidy. This practice is winding down now.
- Charging toll for carpools is a big step BACKWARDS. Shame on you!
- Charging for commuter carpool puts drivers and passengers in an awkward position. I am against this effort.
- Someone should set up a little cart with coffee and bagels at carpool!
- Passenger/rider should not feel as if they are doing the driver a favor by riding with them. Currently, I feel passenger/riders feel entitled to a free ride. Sad!
- Casual Carpool from San Francisco should be available at later hours (7 p.m.) and have more central locations.
- Starting to charge a toll for carpool really destroyed the community spirit and goodwill that existed previously. As a rider, it often feels like a shakedown when the driver asks for money. It's awkward if you refuse to pay or don't have money. When I drive in, I never ask a rider for money. Gas, toll, parking are the driver's responsibility.
- I've been using the Casual Carpool for more than 29 years. It works. Great sense of community. The fact that we've got this system is what makes the East Bay a very special place to live! P.S. The 511 trip planner is NOT user friendly. It was designed by a PC nerd. Google and others are much more user friendly and intuitive.
- Carpools should not be charged tolls on Bay Area bridges. Tolls deter, rather than promote, both casual and other forms of carpooling.
- We could use social media applications like Foursquare to "check in" at pickup spots so everyone could anticipate more accurately re: how many drivers/passengers are currently at a given location. (People would have to also "check out," of course.)
- While carpool \$1 contribution is an easy for both car owner and the passenger, it should -----
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- I notice there are less drivers than prior to carpool toll. I would like to see the carpool toll FREE again. The incentive for carpool drivers will be greater and will keep more passengers from taking BART/public transit. FREE toll will keep the Casual Carpool steady and prevent it from dissolving.
- Some passengers don't want to pay \$1 for the ride in to San Francisco.
- The toll sucks! It introduces some awkwardness and anxiety into what was a perfect system.

	<p>Don't charge people who are doing their part to help the environment and decrease congestion.</p> <ul style="list-style-type: none"> • Taking additional passengers increases my mileage costs, so it would take a \$4 credit for an additional passenger to motivate me to pick people up at Beale Street. Also that requires time and traffic – not worth it. • Drivers bear disproportionate share of the carpool costs. Passengers should be encouraged to offer \$1/rider without having to be asked. • Carpooler should be more considerate when traveling in other peoples cars – please don't slam doors when leaving. • As I said on the last questionnaire you people gave out: I am infuriated that drivers are being charged anything at all, considering they are doing their part to avoid congestion, carbon footprint impact, etc. • I simply fail to understand how/why Prius with stickers and no passengers are allowed to use carpool lanes. Also, Casual Carpool parking at BART should be instituted since riders DO ride BART home! • The whole dollar thing is very interesting sociologically. Some drivers won't take the money; most do not ask; only a few have ever asked. I also heard that each pickup spot is different (different cultures, income levels, jobs? FASCINATING!). I'm a rider at Rockridge-Hudson/Claremont. • The bridge toll for carpools is moronic. Way to go, beancounters!!! • End the \$2.50 carpool toll and charge \$6.00 24/7. • Thank you for facilitating Casual Carpool! • I didn't notice this survey form being given out to drivers – only passengers at Hudson and Claremont, Oakland. Seems flawed in that respect. • Carpool is good to save time. Passenger should help driver for \$1/each, some people don't. I've been taking carpool for 18 years. • I really feel that charging carpoolers was a bad decision. It has had a negative impact on how people view carpooling when you want the opposite. The money situation was awkward for quite a while and there was a lot of resentment. Luckily it seems to have calmed down again. Bottom line is that driving is a luxury and should cost more. • I now take BART home rather than AC Transit because new AC Transit temporary terminal is a five-minute longer walk and it takes the bus five minutes longer to get on the bridge. Bus traffic flow onto the bridge should be improved. • If you want more carpooling at night, you must make it faster to get on the bridge, not slower – let carpoolers use the bus lane. • Please create an online map to locate carpool pick-up locations. • I met a rider who wants a Civic Center line at Hudson Street pick up (like North Berkeley). • To encourage more carpoolers on the way home, you need to give them an advantage (time), not money. • Add reverse commute pick up spots at other locations e.g. near 9th Bryant on ramp. • I love the program! I think overall it works and serves multiple purposes: helps the air, lessens congestion, as well as gets me into work quicker if I have to drive. The toll issue is a little tricky. Sometimes people expect to pay as a rider, sometimes not. To me, it is still a cash savings and time saver, so drivers should not expect money. • Casual Carpool was a much better system before toll was added!
Pierce Street	<ul style="list-style-type: none"> • We definitely need a return carpool from San Francisco to Albany. Should suggest drop off at same location (near Ranch 99 Supermarket) as pickup location in the a.m.

	<ul style="list-style-type: none"> • I have been driving with Casual Carpoolers since the 80's. • Remove commuter tolls, increase commuter lanes, increase casual commuter locations. PROMOTE COMMUTING! There are at least 80% of cars on the road with one person only! • Great resource! How about having the EC pickup at EC Plaza? Will probably pick up more riders there. • Nobody drives commuters back to many East Bay locations from Beale Street in afternoon/commute home. I tried a couple times to get back to El Cerrito and gave up. • On my way back home from work there is no Casual Carpool line for Albany, Pierce Street. Thank you. David. • Carpool toll should be eliminated and regular commute hour's toll increased to encourage carpools!!! Very awkward to ride with drivers demanding money when they save \$3.50 already. • I don't believe FasTrak for carpoolers is fair to apply here in the Bay Area. All prices, including gas, are heightened. Carpoolers do the community a service, less traffic, air pollution, and provides to people within the community. It's so cheap of the state to have to tap into this source. • Works great for me! • The ideas of Causal Carpool are great and convenient. • Casual Carpool is great! • It would be great if there was an Albany carpool pickup at Beale. I would definitely use it and so would many people that live in Albany. Please consider. • Post the expected cost for passengers on street signs. It shouldn't be a matter of negotiation each time. • Some people give a dollar and others don't. It is true the driver benefits from the lower fare when doing Casual Carpool; however, relative to public transportation, driving is still pretty expensive considering the price of gas/car usage and the toll fare. Passengers should be strongly suggested to pay \$1. • Would be nice to have carpool back to Albany from San Francisco somewhere along Pierce Street (drop off). • Need more drivers. • Stop the subsidy of low-mileage two-passenger pick-up trucks in the carpool lane on Interstate 80. Buying a two-passenger truck is a choice, not a requirement. Re-program BART to be more like the Paris Metro. All trains don't have to run to and from San Francisco. Only Pittsburgh train should go directly. Run more trains more frequently and people won't mind transferring. Network the Bay Area. It can be done. • Carpools should be free as it has been all through the years. Public transit is very expensive. • I drive to Point Richmond. I need an easier place to drop off passengers. • Please have your survey consultant learn about the bridge toll requirements before creating a survey. Also, this survey should've been reviewed by your staff to catch the SF to EB toll question! That hurts your image and shows internal control shortcomings. • Hybrid gas-electric vehicles should not be granted privilege of using HOV lanes unless they are carrying required number of passengers. Government favoring specific technologies is bad public policy. Two-seater cars and pickups using HOV lanes is also dubious. Do they use less space per passenger? If not, no HOV lane. • I wish carpools didn't have to pay a toll. The cost of tolls has really gone up a lot.
Vallejo P&R	<ul style="list-style-type: none"> • I am just surprised that lawmakers are always looking for ways to punish the poor instead of trying to raise revenue from the rich. These are the institution/people that had destroyed the economy today. But the poor always pays the price.

- I think the new \$2.50 toll for carpool is really a big inconvenience. Make it up from other sources.
- I disagree with requiring carpoolers to pay money and secure a FasTrak for driving. Carpooling should be encouraged, and free toll and free ride for being a passenger along with the carpool lane are the attraction. Bad decision to make it cost more. We need more drivers/passengers and not less.
- I think that casual commuting is not regulated, and people sometimes demand \$1.25. I think they only should get \$1. When the toll was put in place, both drivers and passengers should pay, not just the passengers.
- Extend hours for carpool lanes.
- Casual Carpool to me...not supposed to pay anything. Why do we have to pay in carpool diamond lane if we want to relieve traffic congestion and improve air quality?
- Make more police available to monitor carpool lane violation by non-carpoolers.
- The MTC has clearly shown incompetence in managing bridge toll revenue. Any further toll increase would add insult to injury.
- It works. Leave it alone.
- Need BART or faster buses from San Francisco to Vallejo.
- Park and Ride from Vallejo (passenger). My car was broken into and I see it happens often just by seeing the broken glass all over the parking lot. Is there any way to implement patrol officers to reduce theft and ensure safety?
- Remove carpool tolls!!! More parking. Extend carpool hours.
- Line for Vallejo back home from San Francisco on Beale Street should start at sign and wrap around on Folsom. Benefits are less crowding with other lines to other locations and less line-cutting, since drivers will drive up to who is first in line without seeing the rest of line. Please organize this way!
- Get rid of the FasTrak for carpool. Gas is high. Give us a break.
- If we are trying to improve the air quality, then why charge for it? It defeats the purpose. I have noticed a significant reduction in carpooling. There are less people carpooling. I've been carpooling for over 10 years.
- The Beale Street pickup needs some type of overhead cover. Much like those across the street at the temporary Transbay bus stop. Hopefully that can be accomplished in the future.
- It would be great to have a Casual Carpool pickup/drop off in the Green Valley area of Fairfield. The population has exploded in this area. Perhaps one pickup to go to San Francisco down Highway 80 and another to go down 680 towards Walnut Creek, Pleasanton area.
- Vallejo parking area needs drastic improvement for the busiest Park & Ride.
- The 7 p.m. carpool shut down is too early and I cannot make the bridge commute toll in that time. So, I drive alone on Hwy 101 to Hwy 37 to avoid the bridge toll in the evening.
- Carpooling was one of the "perks" that moving to Vallejo had to offer. I wish that there is another "pickup/drop-off" location in the city closer to my work. Also, it would alleviate the congestion in the city. Thanks for asking!
- I've used the 511 rideshare program but the contacts are mostly outdated. Would like to see more valid results and should advertise more so people can find regular carpools.
- Having carpoolers pay for toll defeats the purpose of the original carpool mode. Why get everything from us when you can get funding from the government. Let them minimize their own spending.
- Extend carpool hours up to 7:30 p.m.

- Remove the toll.
- My suggestion is to let us have a big passenger van, drive it to work and pickup lots of people, instead of just two or three people at government expense. That way we'll see less vehicles on the road.
- Remove bridge toll. City too greedy.
- I live in Vallejo and I have been doing Casual Carpool for years. Casual Carpooling is fast, cheap, and convenient. "If not broken, don't fix it." Thank you.
- There should be no bridge toll, period. It is an irrational tax that creates substantial pollution, wastes millions of hours, and unfairly targets people in certain geographic areas.
- I hope this survey doesn't cause any more expense to either driver or passenger.
- I'm suggesting for the safety of the driver and passengers, if someone will at least have the record of the plate # of the cars and list of names of the people who are carpooling. Thank you!
- Casual Carpool is good for me; save money and time, convenient and flexible. Thank you.
- Why the surveys now? Why were the public meetings to discuss the toll for casual commuters held in Pleasanton and the far side of San Francisco? (Places no one commutes to and from those areas using casual commute.) When are the pickup points going to get some shelter from the wind and rain? If Casual Commute runs to 7:00 p.m., why does the toll lane close at 7:00 p.m.? Why does it not stay open to accommodate the commuters that may be leaving the city between 6:00-7:00 p.m.
- Biggest complaint – long line to Vallejo in p.m. from Beale Street.
- I wish there is a bus or van that will pick up passengers so it will be faster and more systematic, and just pay the driver.
- Question #19 is unclear. Do you want the income of the individual completing the survey or their annual HOUSEHOLD income?
- There was one time I did not get a ride home until 7:20 p.m. Almost had to take BART.
- Please don't mess it up – works great now!
- Give incentives to drivers – hard work and reduces traffic congestion and help a lot for us passengers.
- From a carpooler's perspective, the toll for carpool is a big mistake. I've carpoled for four years and never encountered so many problems over money or common courtesy issues before the added toll.
- The 80 to BART then to San Francisco should be changed to 80 to new San Francisco temporary transit center OR 80 to Hercules with transfer to Lynx to San Francisco. Napa Benicia should also have direct transit to San Francisco.
- Casual Carpool is very inconvenient. Charging for carpool is ridiculous when we are trying to save the environment.
- I sometimes need to use 101 N via the Golden Gate Bridge. I was unaware that the Marin County commuters do not use any type of Casual Carpool program. Is there any reason why?
- I generally do not take the Casual Carpool home, as the line for Vallejo is usually too long by the time I can get there. On the rare occasions that I drive to work, I do pick up afternoon passengers.
- Be nice and close the door slowly "please."
- The purpose of carpooling was to reduce the number of single drivers. I don't think they should be charged the \$2.50. The transit system should work on people behaving badly by not paying their tolls.
- Why are you trying to figure out how to tax people who use Casual Carpool? What else would this sort of survey identify other than another source of revenue for the state/city/county???

You should be ashamed of yourselves!!! You criminals!

- Security at Park & Ride. Cars frequently get broken into.
- Should post etiquette and suggested toll charges to pay driver at each loading zone.
- The toll on Casual Carpool was STUPID! Drivers are mostly hostile if they have to share the toll. I give one dollar each way, and I actually have had drivers yell at me if I don't give \$1.25. Now some drivers take 3-4 people, and collect money from everyone, thereby making money on the toll.
- As a driver, I think passengers should pay more than \$1.25. Because gas is so high, if they take public transportation it is almost \$20.
- Casual Carpoolers should not pay for toll. HOV = high occupancy vehicle not hybrid. Hybrid should not be allowed in HOV with sticker or not unless with required passengers.
- Vallejo lot needs anticrime (vandalism auto burglary) measures implemented: video cams, live security, etc. Would be willing to pay modest parking fee to cover cost.
- Stop trying to earn more revenue from Casual Carpoolers.
- Commute is the best of my life for 15 years. I'll take carpool. I'm happy and save more money and time.
- I prefer the ferry, but it became too expensive and too infrequent.
- There are legal issues associated when a driver accepts money from passengers. It appears that legal counsel should be contacted to get a better understanding of how paying for a ride can affect a driver's insurance!
- Would like to see more parking at Curtola/Lemon pickup. Have to use residential parking many times. Security or cameras are also needed badly.
- I don't have a car but sometimes rent cars for work etc. Therefore, I do not have FasTrak and would like to be able to use carpool without FasTrak, but can't. Perhaps having one lane for drivers like myself.
- Carpool lane should be monitored for cheaters who most of the time cause accidents. Maybe there should be a double yellow solid line and certain area to get in/out.
- Increase carpool time to 8:00 p.m. as opposed to 7:00 p.m.
- Questions 14 & 16 seem to be encouraging drivers to ask passengers for more money to take more people. I as a passenger am not willing to pay more; I can barely afford the \$2.50 (round trip) a day as it is. It's pretty much the standard for all passengers to pay ½ the toll (\$1.25). If a 4-passenger car driver takes one more person a day, they are already earning an extra \$2.50 a day x 5 days a week = \$12.50 x 4 weeks a month = approximately \$50.00/mo. in earnings or donations). It's the passengers who bore the brunt of the carpool charge on the bridge to begin with. Drivers are going to drive anyway; it's an incentive enough for them to save the time and bridge fare. How about a tax incentive for passengers taking carpools to relieve traffic congestion and improve air quality? For that matter, why not drivers getting a tax incentive also.
- I dislike the use of the word "earn" in your questionnaire – it's a voluntary donation. Maybe passengers should start demanding receipts and proof of a California driver's license with the (P) endorsement and insurance documents. Should drivers be required to report this as income on their tax forms?
- The carpool worked fine for years and years without any intervention; now the government has stepped in again to gouge more and more money out of working families. I'm absolutely certain that the carpool lane charges will just be going up & up & up & up & up. Makes me sick.
- Public transit is way too expensive and not often enough.
- As before, carpooling should be free. When will you take our comments seriously? That's the purpose of carpooling – to save time and money, put it back the way it used to be. Thanks.

	<ul style="list-style-type: none"> • I think it's better if you upgrade to route by BART up to Vallejo or close by. Think about it. • Government is full of [expletive] if they are using these surveys to justify raising bridge tolls again! • Vallejo carpool lot (Lemon and Curtola) needs more security guards or better security. Every day, there is new broken glass on the ground indicating break-ins (my automobile included). • I still think carpool should be free. Fairfield and Vallejo have to pay twice as much as other East Bay points. Also, the extra \$.25 is a pain, at least make it an even \$2 so there isn't the change thing. Finally, it feels like we've been punished for successfully reducing usage, adding a toll because bridge income was too low. • Love to see BART in Vallejo/Fairfield. Vallejo Ferry is too expensive. • I hope this is not a way to make money. The majority of carpoolers are working poor. I can't handle another increase! • The rideshare lot in Vallejo needs a second exit at the west side of the lot. All that is needed is to break out a curb and let traffic out onto Curtola Parkway east bound only. • Casual Carpool from Vallejo: I both ride and drive. There are two major obstacles: 1.) a.m. – lack of safe parking in Vallejo. 2.) p.m. – lack of drivers/long line of riders at Beale Street.
Lafayette BART	<ul style="list-style-type: none"> • I'm very concerned about the lack of BART parking in Lafayette. Many people from Martinez and surrounding cities drive to Lafayette to park and then BART to San Francisco; pass many other stations and take parking spots at our station. If BART is extended beyond Pittsburg Bay Pt. – this would get worse. As a parent with young children who are dropped off at school, it is not possible to get to BART parking before 8:15-8:30. BART parking is full at that time. BART cannot increase ridership without addressing the parking shortage. Other options are needed! This parking shortage includes street parking, which impacts Casual Carpool also! • Good work Rideshare! • Do away with the carpool toll. • Thank you! • Do something about the crowds at peak (Embarcadero) going east. (Pittsburg Dublin/Pleasanton) never get a seat coming or going. • Improving parking near Casual Carpool location will increase its usage. • People were offering to contribute to tolls/or drivers were asking for contributions when the toll increased. That lasted a couple of months. No one asks or contributes any more. It's a non-issue. • Ask the question on what you would be willing to pay to ride back from San Francisco from Beale pickup. Also get data on Rideshare locations. • Charging in a carpool lane is sort of a joke. San Francisco should be a leader...not making decisions like this to make up for other budget shortfalls and mistakes (like the over budget Bay Bridge). • I am frustrated that I have to pay the new toll. Passengers do not always pay!! • Don't mess up a system that works fine. No need for any regulations or government rules. • Add a commuter lane on 80 East and 24 East. Road engineering at 24W to 80W SUCKS!! Merging at that point is <u>poorly</u> constructed. • May be useful to know that amount paid and tendency to pay or accept pay depends on location of pickup – e.g., Oakland riders almost always pay, but it is rare in Lafayette. • Should have incentive to carpool on trip to East Bay from San Francisco. • It would be great to get a carpool lane on Hwy 24. When I do drive into work, the only reason why I don't pick up at Beale Street (to return home) is because it doesn't benefit me (as a

	<p>driver) from a time perspective. Having a carpool lane would help a lot.</p> <ul style="list-style-type: none"> • Seriously need to offer free parking at pickup stations on East Bay. • It would be nice to be offered \$1/passenger, especially the third one who has asked for the ride who is not required for carpool lane. • Casual Carpool needs to be instituted at Pleasant Hills Transit Center. Paid BART parking allows for this. Also, I use BikeLink lockers three days a week. It's an excellent system and needs to be expanded. (Bike to BART commute on those days.) • Toll for the carpool lanes must be cancelled. It's a shame to implement it in the first place, the sign of greedy inefficient management. • Need to develop a formal policy regarding payment to driver or have two lines: one for those willing to pay and one for those who do not want to pay. Drivers can decide who to pick up and passengers can decide if they want to pay. It's SO unclear and inconsistent now. • Asking carpoolers for money is an uncomfortable situation. Paying \$50.00 a month when it used to be free is RIDICULOUS. Punish the people who carpool and pay the management of the board to charge carpoolers – ridiculous. • Make it more attractive for drivers – drop the tolls for frequent users (cap the toll at \$10/month for drivers.) • Any chance of adding a Casual Carpool pickup at the Pleasant Hill BART station? • An app to notify drivers someone is at the pickup location. Better directions to pickup sites, with local landmarks. For example, the Rockridge pickup isn't identified as such anywhere; it's hard to identify/separate from the Oakland pickup spots unless you know Oakland streets really well. • Allow riders to park at the BART lot and then get in Casual Carpool. Still using "mass transit." Thus public policy outcome still not met. • Casual Carpooling is an excellent alternative for getting to work. • Remove the toll for carpool drivers. Add a pick up location at Pleasant Hill BART. Add a section carpool and add carpool lanes on bridge, and add 24 hour access to the bridge.
College/Claremont	<ul style="list-style-type: none"> • More extensive Casual Carpool in the evening from San Francisco to East Bay/Rockridge would be greatly appreciated! • If we can put a sign that says "Share the toll" at every carpool stop, that would solve many problems. Let's set some rules on this issue. I'm tired of making that awkward conversation every time I carpool about who is paying the toll! • BART is exceedingly packed, dirty and loud; AC Transit is the same and runs late. I find it disappointing that our transit system is not better – it is better than most cities though. Casual Carpool is the Bay Area's unique and effective alternative. • Sister, please. This idea the passengers owe drivers is ridiculous. If anything it should be the other way around. Drivers save toll money, and a huge amount of time. Drivers should pay passengers. • Solution to your budget problems is to cut costs, not raise tolls. \$2.50 commute toll discourages commuting, wastes gas. • \$2.50 fee for carpooling is not a great idea. Society should encourage ridesharing, not deter it! • Would like a way to form on-the-spot, one-day-only carpools to distant locations. • Eliminate toll for carpool. Add bike and pedestrian access all the way across the Bay Bridge. • There is no Bay Bridge toll from San Francisco, as stated in Question 13. The eastbound Bay Bridge Casual Carpool arrangements are highly ineffective. • Casual Carpool is great. I moved here from Boston, and was a little wary at first, but it quickly became a part of my everyday routine.

	<ul style="list-style-type: none"> • It's inappropriate and short-sighted for BATA to charge carpools a bridge toll. If it has reduced volume in carpool usage, this carpool toll should be discontinued. • There are a lot less drivers the past two months and I have no idea why. • Open up carpool lane earlier on Hwy 80. • What are legal ramifications of giving driver cash? Is she/he responsible for me now if I get hurt? Also, I HATE it when drivers ask me for a donation. • I believe that carpools should be free from city tolls because people will be more included to pick people up and that will save the environment, and it is a good sense of community and know your neighbors. • There needs to be a Civic Center drop off. • Get the one-passenger cars out of the carpool lanes. (i.e., Prius, etc.) • Would like more options for returning home (carpool). Would like reliable transit locally (i.e. from home to BART). • To balance your budget, cut costs not increase tolls! Stop work on lower deck at 1:30 p.m. It backs up traffic, wastes gas. • I love Casual Carpool! But the new \$2.50 fee is awkward. I don't mind paying, but I just don't want to discuss it. • I love Casual Carpool. It's like a functional anarchy. Nobody designed it, nobody made it happen. It endured from common necessity. • MTC should make more proactive efforts encouraging carpooling – the fair increase was a short-sighted disincentive when HOV are much needed for improved commuting all around. \$2.50 was awkward when typically three passengers in a car too! MTC should educate the carpool community about the rationale and contribution we make to bridge costs. • I am grateful that the Casual Carpool still functions more or less as it did pre 7/10. • Besides Casual Carpool on the ramp to Bay Bridge, carpooling home doesn't make sense at all, no time or money saved for me! Wish there was a service that let me know where Casual Carpool passengers were waiting. I would sign-up/pay small money for it. • The tolls for carpools have made the carpool a little more complicated/awkward, but it's generally continuing to function the way it did before the tolls were implemented. (That being said, it still felt simpler without the tolls.) • I would not pay if required. I like the donation basis. • It is unbelievable to me that this organization can approach a system that works and try to impose a profit – riders take a risk when getting into another's car. I won't pay. Take a system that works and try to make a profit – great! • More people need to commute between 6:00 a.m. and 7:00 a.m. to make Casual Carpool more convenient for me. I often wait at carpool lines to pick up and nobody comes.
Lakeshore/Grand	<ul style="list-style-type: none"> • The new AC Transit station is much further to walk to and has no public restrooms. Honestly, I've seen better bus stations in third world countries. Also, you have to stand in the rain. • Remove the carpool toll. It discourages people. • Casual Carpool is more convenient because there is no schedule like the bus or organized carpool. • Riders should be told that they need to offer money to drivers. They should not assume rides are free – not with gas prices and tolls climbing in price! • If AC Transit was punctual and predictable in all weather, I'd use it more frequently. Also, bus interiors have graffiti and scratching, cars don't.

- The additional toll wasn't a smart move. It just created awkwardness on something that was enjoyable to do. Owe money is involved in riding. The conversation always changes. Take it back!
- Casual Carpool works better than any public or private system. Charging \$2.50 for carpools was an unwelcomed change to an otherwise mutually beneficial and functional arrangement.
- I love the carpool lane!!
- Your survey is poorly written and lacks internal coherence. I'm disappointed, but not surprised. I think you folks are real (expletive) for discouraging carpooling – charging a bridge toll on vehicles who are trying to drive more ecologically responsibly is not what the public wants.
- I take Causal Carpool since it is more relaxing – listen to NPR, quiet, always get a seat, no stops.
- I love Casual Carpool! Thank you Bay Area.
- Don't smoke in bed.
- The carpool lanes should be for carpooling 24 hours a day, 7 days a week. Weekend drivers should have incentives to carpool also.
- From San Francisco, only 80 East has carpool lanes. 980 does, but it doesn't start until Marina Blvd. and none on 580 until Livermore/Pleasanton.
- Wish there were a carpool in Downtown or West Oakland. Currently I must get a ride to the carpool. Also, I would take it home if it was feasible, but there seems to be little benefit for drivers to Oakland from San Francisco.
- Publish locations of all Causal Carpool sites at an easy to find website.
- If passengers are unwilling to pay more to ride, the number of drivers will dwindle. The cost of fuel should inform riders the commute is not free.
- Drivers still get to go over the bridge for a reduced fee, so I don't think they should charge passengers.
- Amazing how an unregulated system works so well for so many people. I've been doing it for more than 10 years. My friends in Southern California can't believe it.
- I've Casual Carpooled since the 80's at Claremont/College. I love it. I don't like the \$2.50 toll, it's first a money-grab by the state. Most carpoolers and I drove until passengers are willing to name the cost. When I offer as a rider, the driver defers, I give \$1 to a homeless person...it all works!
- I think charging a \$2.50 toll for carpools is wrong. It should be free during commute hours. The cost has soured the community feeling. Not good!
- Please post signs that asking for money for carrying passengers is both not legal and incurs an insurance liability for the driver.
- Could we know the results of this survey? Thank you.
- Although I always offer to pay the dollar, I resent having to do so. Previously, picking up passengers saved the driver \$4 (\$4 vs. \$0) and now it saves them \$3.50 (\$6 vs. \$2.50). I honestly feel that if we care anything, it's a \$0.50 difference in savings.
- Love the a.m. commute because the picking up is closer than BART and I'm guaranteed a seat. I still don't understand why two passenger vehicles are allowed in the carpool lane and never want to get into someone's gas guzzling sports car.
- In the Bay Area, local government wants to increase the number of passengers for carpool lane use, make public transit system better first!
- Carpool should be free for carpoolers, hybrids, electric cars, buses and bikes. More trains, fast boats, and public transportation needed. Bridges need to be made faster and less expensive. Workers before made bridges faster with less machinery.

- I live off the NL and grew dissatisfied with AC Transit after the NL did not show up and I could not complain to someone, or when waiting at the SF Bus Depot, no one reported when a bus was not arriving. I would recommend a partnership with AC Transit and 511 to field these inquiries/complaints.
- Love the Casual Carpool.
- Perhaps the Casual Carpool should be less “casual” and riders will be required to pay \$1. Nine times out of ten they do, but some don’t and can be jerks about it when asked. It makes for an awkward situation and unpleasant way to start the day.
- I think asking for a toll for Casual Carpool or just carpool defeats the purpose of using the lanes. It would encourage more people if there was not a toll associated with it.
- The toll increase on the carpool lane has made it a little awkward as how to handle the cost for the commute gas prices are making it difficult for drivers to absorb the cost.
- Government charging is counterproductive. It should revert to no toll.
- When drivers began asking for contributions, I was not happy because they are still getting a toll break. However, since gas rates have gone up (and up), I feel better about it.
- At the carpool pick-ups in East Bay, could you provide pre-printed (online) signs to put on dash: We will stop at Howard Street. Final Destination_____. This would help people get riders to other locations in SF e.g. UC Med Center, China Basin, and Fort Mason.
- After 30 years of Casual Carpool, it seemed that the toll suddenly ruined it. I have a problem being charged by usually unsafe drivers that are not licensed cabs. Now it is simply a cheaper way to cross the bridge, even though I don’t always have correct change.
- Please enforce the carpool lane rules regarding the number of people per car.
- I plan to get an AC Transit Transbay monthly pass because I’ve encountered too many rude and/or reckless drivers. I would rather pay more and feel safe and comfortable.
- One of the reasons I drive instead of taking public transit is because I have to take the “T” Muni (3rd Street rail) which is unreliable, too infrequent, and filthy!
- I personally think it was a huge mistake to charge for carpoolers on July 1, 2010. It has muddied the waters of a wonderful system, and a wonderful incentive. I currently set aside pre-tax dollars for transit/commute to work and cannot track the \$1 /day I spend on Casual Carpool – that is close to \$250/year lost benefit. Also, it has been an uncomfortable(!) transition, some drivers have been hostile about getting \$1 now.
- It was easier to pick up on Beale street when the pickup places were on the other side of the street. Now it is difficult to continue if one stops and gets no riders.
- Carpool lanes should be free to carpoolers. \$2.50 toll should apply to hybrid vehicles. Or no hybrid vehicles in carpool lane without actual carpoolers.
- The carpool toll should be immediately rescinded! Collective bargaining and union should be outlawed!
- For drivers getting money from passengers, I think getting “reimbursed” is more descriptive than “can.” We all do this for mutual benefit, not as a business.
- I would pick up carpoolers on my home if there was stop closer to my work or between my office and the freeway. Now I would have to fight traffic post freeway to get to Beale.
- I would love to ride as a passenger in Casual Carpool to get home if you could incentive more people to pick up passengers.
- This survey is poorly written/designed. The passenger and driver reactions should have been separated for clarity. Every question with several possible answers should specify the number of boxes one can check and provide a way to rank them. I know of several people who started to fill this out but gave up.

	<ul style="list-style-type: none"> • Don't kill a good thing by increasing toll costs due to mismanagement/bureaucratic ineptness or everything will fall down like a house of cards. • Love Casual Carpool. • It would be interesting to learn the results of these surveys. • I would use Casual Carpool to get home if there were enough drivers. I've dropped by twice, waited a few minutes, and then took transit because no cars came by. • Make the toll \$25.00 for non-carpoolers. The fabrication about wanting to decrease traffic is a farce with a \$6.00 toll. • Do not raise the toll. • Carpool/bus lanes on 580 east would really help the evening commute. • Casual Carpool works very well at present. Do not interfere and ruin a good thing. Keep the state, county, city, municipal, BART and AC Transit out of it as they will impose fees and restrictions that will penalize and cost the commuters.
N. Berkeley BART	<ul style="list-style-type: none"> • When I do occasionally drive, if someone offers, I will take the money, but I never ask. But money is not a motivator for 90% of cars I get in. some people have a post it up that says "accepts donations." I find that a pleasant way to ask for people who need the money. It bothers me when someone says "I need money before we go," LAME! • I am not familiar with carpool from SF back to East Bay. Since there is no bridge toll to pay, I did not even know there is a carpool going back. This needs to be advertised better! • It's not the money. Drivers save time and have company. Beale Street doesn't work because of the location. Move it to the on-ramp at Brennan. • It would be nice to have more information available about Casual Carpool spots/destinations/protocols – maybe even signs indicating locations. I'm taking Casual Carpool in part because the Transbay bus is becoming less reliable and more infrequent. • Sad that you don't let people carpool if they don't have FT. • Not familiar with the Beale Street pick up – why is this not advertised more – where do drivers drop off passengers? • The Casual Carpool system works well – organized by the people, not the government. Should stay that way. The \$2.50 was a mistake but the people have adapted. • The Beale Street pick up point should be potentiated and enhanced. More lanes, spaces, and more parks for carpoolers. More, more fees for non-carpoolers. Double toll for non-carpoolers and zero toll for carpoolers. Extend light rail and carpool parks. • At North Berkeley at least, it's not broken so it doesn't need fixing! • Eliminate carpool tolls now. • The toll has definitely reduced the number of available rides and increased waiting time. My commute has gone from 10 minutes to 45 minutes. Around holidays, lines can be so long that I have to pay the absurdly high BART fare. Please eliminate this ridiculous toll. • Please encourage drivers not to charge passengers. It is stupid and defeats the purpose. • The carpool toll has made Causal Carpool much less casual, much more awkward. Bad idea. • Tangential to the question, perhaps, but I'd really love to see the equivalent of Portland, OR's "fareless square" in our city centers, especially Berkeley, but SF and others would benefit as well. • Encourage more drivers to get FasTrak and to carpool – need more incentives. • I drive to multiple locations each day. With the extra cost it is often not worth driving extra to pick-up location and then getting off the freeway early. In this situation, I will cross the toll plaza 10-10:30 a.m. just as fast with less work on my part. Prior to tolls, I almost always took

passengers.

- I feel the carpool toll is counterproductive. You want people to cooperate by driving less, by reducing traffic, by improving air quality and then when people conform with the idea, they ultimately get charged money for doing the right thing. In conclusion, people drive themselves and go back to the "all about me" theory.
- The new toll has made it such a pain in the neck for both drivers and passengers. I miss the good old friendly Casual Carpool so much that I'd change jobs to avoid crossing the bridges!
- Promote "no toll" for carpooling cars – get legislation changed/passed – no toll for carpooling cars supports clean air.
- The carpool toll is awful. Now people are handling money in cars – less safe and uncomfortable. It makes a system that worked great into one that is awkward. Please get rid of the toll!
- Loading passengers at North Berkeley BART is very awkward for Civic Center riders and drivers. Drivers have to back up in front of cars going to Fremont. Can anything be done to make this easier and safer? Why isn't the Bay Bridge fly-over open for carpools on weekends? Both revenue and carpooling would increase.
- BART is ridiculous compared to other municipal subways. Look to public transportation successes in other cities. The Bay Area is very behind, further congesting streets and highways.
- I think carpool should be free.
- Would love to have reliable Casual Carpool to return to the Easy Bay in the afternoons.
- Stop trying to kill Casual Carpool! The carpool toll is outrageous! I am voting against candidates who suppose this toll authority!
- MTA should repeal the Casual Carpool \$2.50 toll. You should be encouraging more drivers to use Casual Carpool.
- Carpool should receive free bridge toll. They are providing a great service for public transportation which costs a tremendous amount. Population will double in 20 years. We need to relieve congestion, defray costs, and provide an incentive.
- I find at the North Berkeley BART Casual Carpool, that I am the rare person who offers \$1 – often the other rider does not pay.
- Some drivers are asking for money at the end of the trip. This is very uncomfortable. It forces you to pay money. If they tell us before getting into the car would help to decide if we want to pay that or not.
- I take Casual Carpool to SF, then go on to Palo Alto, so I can't pick up at Beale Street coming back – but would if I could.
- The Casual Carpool worked well for more than 20 years – everyone was a winner. Now that the mismanaged money-grubbing transit authority has decided to charge drivers, it's managed to make every trip across the bridge uncomfortable. And just wait until the first Casual Carpool accident happens and passengers sue the driver who is acting as a taxi (common carrier) by charging money for a service. And let's not forget this income is taxable and should require a business license. The whole this is such a bad idea. You should be ashamed of yourselves for cooking this up.
- If you want to expand Casual Carpooling, establish a pickup spot on Ashby. Vast unserved area in South Berkeley/North Oakland.
- I am a musician who must protect my ears, and the noise on BART (from the tracks) is insane! The seats are gross, too. Don't get me wrong, I use BART and support public transportation but BART is a drag, it costs too much too!
- Questions geared to downtown drop-off. This is also a Civic Center queue/pick-up. I would carpool here if a pick-up was at Civic Center area. I take Muni to transit center, take AC Transit

home rather than Casual Carpool.

- Causal Carpool is a great grass-roots solution to congestion and transportation costs. It rules!
- I love Causal Carpool as a rider and occasional driver.
- Casual Carpool can be a wonderful way to share information and conversation in a limited timeframe – especially, Civic Center line.
- I would pick up people and have them back to North Berkeley BART if there was an afternoon/evening pick-up point near the Civic Center (I'm not near Beale Street and the one time I did it, it took forever!)
- I'm disillusioned by the fact that carpool passengers are not willing to contribute for the toll. The status quo changed for the drivers and yet North Berkeley BART pick-up passengers are not willing to offer \$1 towards the driver's extra expenses!
- I pick up passengers at North Berkeley BART. Most of them do not offer to contribute to the toll. I do not feel I should have to ask for a contribution. It has made me a little resentful and I have lost my belief in the sense of community. I don't know why people think they are entitled to a free ride.
- I love Casual Carpool!
- Picking up passengers is my only way to get to my destination in a timely manner.
- I drive a two-seater.
- \$2.50? How clever to make it evenly divisible and punish carpoolers rather than an incentive for them.
- Casual Carpool really works well for me. Didn't know about the Beale Street pick-up – thanks.
- I would like to see sharing the cost of the toll to be mandatory. It is very unpleasant to ask, so I don't. Or perhaps there could be a sticker in the window indicating you accept contributions.
- More public information about Beale Street carpool would be great.
- Thanks!
- Publish results on a flyer. Riders who never offer to pay or ask "do you want some money?" are cheap and selfish – no consideration of cost to driver! I continue to do it only for the cost in bridge toll and carpool lane (time!)
- Since the introduction of the \$2.50 charge, Casual Carpool has become joyless. Two-thirds of passengers are parasites! There needs to be a campaign of 'encouragement' to make all participants realize the equity issues and that symbiosis is best.
- On sharing toll, I'm okay with paying if the driver asks, offering, and paying if the other passenger offers first. But I don't like when a driver asks for payment in the middle or end of a ride and the other passengers make me pay his/her share.
- Thanks for doing this. I may stop Casual Carpooling and opt for BART. It's upsetting how few people offer a dollar. I am a two-seater and every dollar helps!
- What is good about the Casual Carpool system? It is a citizen generated answer to an opportunity for drivers when the bridge (Caltrans) dedicated to allow free bridge fare for cars with three or more people in the car back in the 1970's. With the BART and AC Transit bus stickers, it helped catapult the idea to commuters into a free-fledge carpool system today.
- Charging carpool vehicles a toll defeats the purpose, discourages drivers and passengers, and is counterintuitive.
- If the carpool bridge toll were eliminated, I would always take passengers and I believe more people would carpool. Right now it's a pain and I don't save much. Riders should be more heavily encouraged to contribute, gas and toll are expensive and folks often don't offer to contribute.

	<ul style="list-style-type: none"> • Thank you for doing this. Unfortunately, I will soon be quitting my beloved SF job, in order to work closer to home. The drive home and long hours has taken a too much of a toll on our family! Thanks. I'll continue Casual Carpool when I go in! • Please keep Casual Carpool free! The "do you pay/not pay" situation is making Casual Carpool a complicated carpool. • If Casual Carpool disappeared tomorrow, I would take BART. But, currently, BART simply cannot compete with the carpool for my ridership. BART is less flexible, more crowded, more expensive, and less reliable than carpool. • The presence of a Civic Center option at North Berkeley is crucial for me. I might take a return carpool if there were a Civic Center line. • Need more information about Beale to North Berkeley BART. Not clear how many choices I can check in the survey questions. You didn't ask questions for riders and Beale Street. • Campaign to encourage passengers to chip in \$1/person for the toll. • The Casual Carpool home process needs some improvement. Easier access to Bay Bridge and regular carpools to Berkeley locations. • Toll should be changed back to free for casual commute to increase carpooling again. It has dropped dramatically since instituted (I have been doing it for more than 15 years and have never seen it that way!) • Flexibility of Casual Carpool is really important. Knowing that there is a ride within peak periods with only five minutes of waiting is very attractive as a parent with school aged kids. This is great. • I think the Casual Carpool is wonderful. I am not clear exactly how to use it to get home from Beale Street. • Interesting observation; women drivers are more likely to request money than male drivers; female passengers are more likely to proactively offer money than male passengers.
Park/Hollywood	<ul style="list-style-type: none"> • Make return pickup spots more visible and/or promoted. • The survey focuses heavily on the toll increase. The relocation of the Transbay terminal is another factor. • Passengers never give assistance to drivers for the toll. The toll needs to be removed for carpools because they are helping the environment and reducing the traffic during commute hours. • I would be interested in reading about the results of this survey. Will the findings be published somewhere? I think that surveys like this can provide very interesting finds. • I always offer to contribute \$1 for the toll. I am amazed how many people don't. • Need carpool back to Park Blvd. in Oakland. AC Transit is always packed into city buses instead of large, green Transbay buses. • I think passengers should contribute at least \$1 to driver. • Casual Carpool is created by the community and has evolved organically, so PLEASE leave us alone and stop charging us. You need to manage your expenses, especially your union contracts and their retirement expenses. • Eliminate \$2.50 toll. Discourages use of Casual Carpool. • It's more awkward to carpool now that there is a toll; however, still a nice option. • I used to ride as a passenger with Casual Carpool every morning prior to the toll increase. After the toll increase, I was frustrated with the logistics of having dollars to pay and some drivers insisting on payment. So I started riding BART and AC Transit instead. When I drive I pick up riders, but I rarely go as a rider anymore.

	<ul style="list-style-type: none"> • I am now less likely to wait in a Casual Carpool line then I was before. If the Casual Carpool line is long and I will be charged \$2.50 anyway, I am tempted to just go directly to the toll booth and pay the higher fee. Sometimes it's worth it. • Just venting: Too bad passengers do not offer or just pay, especially now that gas is so expensive. I don't understand!? • Why charge for carpool!!! \$2.50 should be \$0. Extend carpool hours to 10:30 a.m. • Please clean up BART and add more trains during rush hours. Thank you! • As a Casual Carpool driver, I've always thought I could also be a passenger if there is an easier way back to East Bay. I stumbled upon the locations of pickup locations. In fact, it will be nice if there are signs. • I was quite disheartened when you started charging a toll for carpoolers, even though I do not ask riders for money or will not accept money. It felt discouraging to have a toll! • Really disappointed about the carpool lane toll. The Casual Carpool system was perfect. Now, with a toll, there is less motivation to carpool and increased tension with regards to contributing for the toll or not. • Casual Carpool rocks. Toll has had minimal impact (it seems to me) but still seems counter to encouraging fewer cars to San Francisco. • Drivers should have a tag indicating if they charge, so passengers can choose to ride for free <u>before</u> they get in a car. • Establish Casual Carpools to more than one city, i.e. Hayward BART to Foster City or other bridge/transit hub combos. Sign more carpoolers up on 511.org. I can never find one that works. • Carpool should be FREE all the time! The benefits go to everyone – less gas used and less traffic. The bridge needs to charge solo drivers whatever it needs while making carpooling FREE AT ALL HOURS to encourage it!!! • My advice as a long time Casual Carpooler is to go back to making it FREE or just leave it alone. If you make it too awkward for people, they will stop doing it and just ride the bus like some commuters I know have done. • To be perfectly honest, I remain confused about the \$1 donation, but I have opted just to give it voluntarily at the beginning of ride so there are no hard feelings. Often times the driver will not accept. (I never do.) • Reasons carpooling less! 1. Insulted to be asked for money – tension regarding if driver wants or rider should pay money. 2. Green coaches are most comfortable ride to work and have professional and courteous drivers. • Standardize payment for passengers into San Francisco. • Most people don't contribute to the toll. I think they should, it's only fair! • Casual Carpool is great! I still think carpool vehicles should get a free toll, however! • Please make public transportation free by raising the bridge toll to \$10. • Go back to free toll when using carpool lane over bridge. • I never ask passengers for money, and refuse if they offer. I'm still saving money and time in getting into the city. The adoption of the toll has been the most disruptive thing in Casual Carpool, it's awkward to have a financial transaction like that with strangers.
Orinda BART	<ul style="list-style-type: none"> • Make sharing of the bridge tolls mandatory for passengers. • Need to start more pickup points in Pleasanton/San Ramon areas. • Carpool toll is not encouraging carpooling. Disagree completely with any toll at all. Zero toll carpool should apply on weekends and other off peak as well.

	<ul style="list-style-type: none"> • Can't we get rid of the \$2.50 fee??? • Discontinue \$2.50 tolls for carpoolers in order to encourage more ride sharing to San Francisco. • Some strategies need to be developed to encourage carpooling at p.m. commute times from DT San Francisco to East Bay (to Orinda, Walnut Creek, Concord). Carpool lane eastbound, especially with new 4th bore of Caldecott?? • I've just started, but carpooling is really convenient in the morning. I haven't had any issues with the commute. As a passenger I feel like I'm getting a great deal. • Thanks. Comment: Some higher income areas don't seem to care as much about collecting a toll as other areas. Should always be optional to pay it. • I would take carpool home if I could have more dependable cars to pick me up. • Passengers should pay toll share by themselves. Therefore, I take whatever passengers give me. In reality, there should be a strict rule so that all passengers should pay. • Please be an advocate for doing away with \$2.50 toll for carpool. • Discontinue charging carpool for \$2.50. It makes everyone in the car uncomfortable. Just charge \$2.50 more or \$8.50 for non-carpoolers. The \$2.50 is a deceiver for carpoolers, and it sends the wrong message about promoting carpooling and the "carbon footprint." • Offer better incentive to carpool back to East Bay, such as both a FasTrak credit and a carpool lane that actually gets you on the bridge faster. • Yes – eliminate the \$2.50 carpool toll! Passengers never offer to pay. Install a sign at each carpool pickup spot that says, "We encourage you to pay \$1 to the driver – common courtesy." Thanks! • Orinda needs more free parking areas. Actually it is almost impossible to park. They have taken it all away (2 hour or 4 hour only), so I believe they want people to drive cars rather than commute and car share. • I think all Casual Carpoolers should contribute \$1 per ride to the driver. They get a nice, comfy ride with a beautiful view. • • et rid of \$2.50 so more carpoolers will ride share. Thank you! • Carpool should always be free for passengers. Drivers still get the benefit of reduced toll and carpool lane. Don't forget the main reason Casual Carpool works – THE PASSENGER. Take a stance and reinforce that message! • Make it more saving so more people use this carpool for saving the air and prevent global warming. • I take BART and only drive with a carpool if I am going to SFO later in the day or need the car during the day. • Would love to find ride share/carpool to Burlingame so I didn't have to stop into the City and could not drive every so often. • The carpool lane should contribute, from toll booths to downtown San Francisco, i.e. carpool lane ON the bridge. • Please promote passengers paying when there is a surplus of passengers, and drivers not charging when there is a line of cars waiting to pick up passengers, as this helps balance supply and demand and maximizes all the benefits, including air quality maintenance and improvement. Thanks!
El Cerrito Del Norte BART	<ul style="list-style-type: none"> • Cal Trans extend the BART track all over the Bay Area. • For me, Casual Carpooling is not about earning money, but the concept of making one's

commute a better experience.

- It would be really great if you could find a way for more drivers to pick up passengers from the El Cerrito Del Norte pickup on Beale Street. Sometimes the wait for cars could be up to one hour. I give up if I see too many people in line and take the... [the word is torn off].
- I still see passengers are not paying. I think all passengers should pay at least \$1/trip.
- It should be mandatory for passengers to pay, since nobody can ride BART or any other kind of ride for free. If the driver does not receive help at the end of the month, it's a lot of money, including gas and toll. Before July 1, 2010, I always picked up more than two passengers when the line of people was big (for free, just to help them). I don't think it's fair if they don't pay now that drivers have to pay to cross the bridge.
- Having carpoolers to pay tolls is discouraging to the daily commuters. We're paying enough taxes already. Please don't hassle the drivers, passengers and carpoolers with tolls.
- I would carpool home if it didn't take so long to get onto the lower deck of the Bay Bridge.
- It was now much easier before July 1, 2010. Don't like to pay, but....
- Casual Carpool is a great system!! Been using it since 1985.
- California tries to appear to be an environmentally friendly state – encouraging everyone to either use mass transit or carpool, but the Bay Area mass transit is so expensive, and it's ridiculous that carpoolers are now forced to pay bridge toll.
- I would like to know if and when MTC, BATA and 511 Rideshare will cover driver with liability insurance so that we could charge our riders.
- The toll for carpool has sometimes created awkward moments between drivers and riders. Some of the "grassroots" citizen ownership disappeared. With \$2.50 it's usually easy to divide the cost (rider pays \$1), BUT: what will happen when the toll authority will go up with the toll? I wished they would have never "messed" with it (up)!
- Cheaper public transportation will improve air quality if you do care about the air. BART costs me more than using my car with toll fees and gas.
- A carpool lane ON the Bay Bridge (in both directions) would be an incentive for more people to use the Casual Carpool.
- I hope Saturday will be a carpool day also in the future.
- I have no comments or suggestions. Good luck.
- One of the challenges of the change in the recent bridge toll for carpoolers was etiquette. We encountered a handful of drivers that tell me to give \$1. It's frustrating, but how can I get out of the car when they've already entered the freeway?! So I give it and bite my tongue.
- Advertise Casual Carpool locations more. Wait times for rides.
- Toll for carpooling should be eliminated. Enforcing the toll lane usage by ticketing the violators could make up the lost revenue.
- When we are in line in the carpool spot parking, people (passengers) cut off, going to the back of the cars line; carpoolers should take the front cars, otherwise we wait longer. Vilma Oropin, driver, 5/10/11.
- More locations. When the new trans bay terminal is built, turn the current terminal into the Casual Carpool spot. It's perfect.
- I love Casual Carpool. Please don't ruin it with more tolls.
- Put diamond lane either a divider on the pavement (just like they have in LAX) so non carpooler won't jump into the carpool lane.
- It should be free bridge toll for the carpoolers. Charging carpoolers a toll fee is morally wrong.

	<ul style="list-style-type: none"> • I don't like what the toll has done to the spirit of Casual Carpool – it's much more mercenary now, and some drivers are really rude about demanding toll. Some drivers at my stop no longer use Casual Carpool because the exchange of money gave them concerns about liability. • One of my comments is that if it is possible to pay less for the carpool. • I think drivers who demand \$1 or more are double dipping. They get to use the fast lane and avoid paying \$5 or \$6. Some drivers demand \$1.25 and one takes three passengers, demanding \$1 from each. The increase in the toll just put the burden on the passengers. This is plain unfair and exploitive! Thank you for reading. • Some passengers just don't pay!! Just "Hi, bye!" • I wish everybody that carpools should help to pay the toll, because I give them a ride and save them time and money, so \$1 will help to get more gas will be great if they can make a rule for all the passengers. • If environment friendly, then we should really encourage carpooling by creating new locations to pick up passengers. It is a symbiotic adventure of good hope. • I hope that the purposes of these surveys are not used to implement a new tax to drivers, but only to improve its effectiveness. • Need later AC Transit service and later hours for east bound 80 carpool lane. • I will take passengers going home if it was a different area than Beale Street. • Casual Carpool is good for everybody and environment, due to BART being very expensive and public transit is not reliable. They're not supposed to implement a \$2.50 toll pay because carpool is free since '70s. They're trying to kill this good Casual Carpool. • Toll should be always the same! • I like the whole carpool system. Good job. • Think it's not fair to pay \$2.50 for carpoolers. They should leave it free as it used to be! • Charging for carpool with three or more people is ridiculous. • Since 7/2010, I always gave the driver \$1 without being asked, then one day (after I tossed \$1 into front passenger seat), the driver tossed it right back. After that, I started asking, "Would you like a dollar?" 60% of the time, yes. • Will be great if carpool line continued on the bridge. That way we will really save time. • I have tried to pick-up a passenger on Beale Street several times. Usually after 5:30 p.m. before 6:00 p.m., and I waited, and did not pick-up any passengers, going to El Cerrito – Del Norte. So, I found it inconvenient, and I don't go to Beale Street. • Don't take carpool away, we need it. Thanks.
Hercules P&R	<ul style="list-style-type: none"> • Casual Carpool is the best transportation since 80 freeway opened up for carpools. • It seems unfair and defeats the purpose of having carpool lanes. Now that there is a fee, it will only go up again... • Why does the Treasure Island bus stop have to be located next to the Hercules stop? • Some of the questions are redundant. The survey can be made shorter. • New transit center at Hercules should provide something to block wind in winter time. I took my one year old daughter from transit center to SF last winter, it was a nightmare. It was windy and raining. I hope it could improve so people who have young kids could really appreciate it. • This survey is a good idea. Will the results be published anywhere? How about post them at carpool lane in Hercules? Thank you. • Hercules Transit Center parking issues: this parking lot only accepts cards and should have stall number payment in box to be paid by cash or card. Some people are not in computers yet.

	<p>Give some other people who use the lot other options.</p> <ul style="list-style-type: none"> • Bring back free tolls for carpoolers! And open up carpool toll lanes on weekends! Only open to buses on weekends, but I never see them. Why not open it up to all carpoolers and relieve the congestions at the toll plaza?! • Establish a protocol on what to drive. • More carpool lanes or two person/car in any freeway, especially Highway 80. • Cost of Lynx is too expensive. Also, my car has been broken into at the Hercules Transit a few times. The cost of parking should go towards security cameras in the lot. I understand BART owns this lot and they are not doing a good job for Hercules. • Please don't come up with a new campaign to attempt to encourage drives to collect money on the way home from Beale. Enough is enough! • There shouldn't be a bridge toll for carpool lane. • Paying to cross the bridge for carpool is an absolute joke! The Market Mall Park & Ride that took away our free parking is a joke! The new Park & Ride in Hercules now charges \$60 a month to park, [expletive] joke! • I would love to Casual Carpool home and pay \$1. No one picks up to the Diamond District and it's unreliable right now. I hope this changes. Thanks! Danielle. • Expand carpool hours. • FasTrak office should have a payment drop slot available when the office is closed. And no more toll increases. • Some Casual Carpool locations have less carpool passengers than they used to have before the toll fee. • Lynx (WestCAT) is a great way to commute. Reliable, clean, nice drivers, and comfortable. • Is there a designated carpool lane on Beale Street for people going home to Hercules? • Carpool should be free. Stop the \$2.50 toll. • Beale Street carpool waiting area is too congested. SF Muni takes up most of the space. • Park and Ride at Hercules is very inconvenient, too far away, very expensive to park your car; it should be free. No patrolling, very dark at night and unsafe.
Beale St San Francisco	<ul style="list-style-type: none"> • Do not charge a toll for drivers carpooling. • Vallejo line is always very long; hope something can be done. Good job in having a survey. • Working out fine. PLEASE NO CHANGES. NO FARE RAISES. • Please build a booth to pay parking at Hercules, instead of doing online. It would be more convenient. • You guys should leave Casual Carpool alone! • Higher fees for empty cars? • Would like to see passengers (riders) pay drivers automatically \$1 per person for bridge toll rather than take advantage of skipping the share drivers pay for gas and do the driving. Riders should share the toll. • 1. Make the carpool lane a solid lane like in Los Angeles. This prevents non-carpoolers to cut in/out, keeps speed of traffic up and safens the road for motorcyclists. 2. By individuals (drivers) picking up extra passengers to make an extra buck to help pay towards gas should not mean there should be a hike in carpool bridge toll. 3. Vallejo line coming home has the most congested line. In order to encourage more drivers, there should be only a carpool toll crossing the Bay or Golden Gate Bridges.

- Sometimes it's a hassle to get to carpool on Beale because of bus terminal – too much congestion. The carpool lane from Beale to Bryant is a joke when there's traffic. There should be two lanes from carpool from Beale Street instead of it merging with the two lanes from 2nd and Bryant going to bridge.
- I hope this survey will benefit both passengers and drivers. As a passenger there are not a lot of options for me to take going to and from work, i.e., public transportation – 1. Too expensive, and 2. Keep cutting service.
- Money is so tight right now it's better before, carpool is free. It helps to all people that the salary is very low.
- Bridge tolls for carpoolers are just plain wrong!
- To whom it may concern: Please help us, we people crossing the Bay Bridges, we spend too much money. Two bridges we passed by. You have to help us. For those people making minimum wages and pay two toll bridges, we are suffering. We have a family. The money we make is not enough for our family. Please. NEVER, NEVER raise up the TOLL BRIDGES. Please LOWER IT DOWN so we will SURVIVE.
- If passengers can have a transponder that would credit my FasTrak account as a driver, it would be really convenient and we wouldn't have to work with cash.
- If passengers had a transponder that credited my FasTrak account as a driver, it would be really convenient and eliminate the need for cash exchange.
- I used to live in Alameda and took the ferry - more convenient and less expensive. However, I live in Vallejo now and ferry is too expensive and takes too long. I don't feel right taking money from passengers since I have to go to San Francisco daily anyway. Nowhere else in California do they charge for carpool, and in Southern California you only need two people. Wish it was more consistent and fair.
- I wish there were more cops to give tickets to drivers that use carpool lanes without passengers.
- We/I hope that carpool fee will be waived like it used to be for ages. Thanks.
- Carpool hours should extend longer in the evenings.
- What will happen with carpool toll after the new Bay Bridge is completed? I do not want to have it increased! This increase actually creates more traffic because of increase in solo drivers. Most of my acquaintances moved to different cities as a result of the \$2.50 carpool charge since July 2010.
- I've been carpooling for over 10 years now (for free) to save time and help with traffic. Charging \$2.50 to drivers who care about traffic congestion and pollution seems backward thinking. I know our budget sucks right now, but we can't dig our hands deeper anymore from our pocket.
- I wish there were no hybrids with less than three in carpool lanes.
- We should get rid of the bridge toll. It is additional tax on the public. Gas price is already killing me.
- Thank you.
- What makes Casual Carpool so wonderful is that it was created by "we the people" instead of some government agency. That's why it's so efficient too!
- Provide canopies on carpool passenger lines on Beale Street, San Francisco.
- Ever since the new bus terminal was built, driving to the Beale Street Casual Carpool pickup is difficult. I don't have many quick options to arrive at the pickup location.
- It would help if carpoolers thought of the gas spent as well.
- The old Park & Ride lot (in the city of Hercules) should be reopened just for carpoolers' use. It will reduce traffic congestion by taking out of the road 250-300 cars, helping improve air quality.

	<ul style="list-style-type: none"> • The lines are much longer in the a.m. for passengers due to more people not driving or more people switching from driving to rider. Carpool lanes that pay defeat the purpose of encouraging people. I don't think riders should pay. • Because of the increased carpool lane toll, what drivers 'charge' or require is not complicated. Two passengers are expected to split the cost. If the cost was \$3.00, the expectation would be \$1.50 each. There is no time or need for negotiation. Simple. • Carpool should go back to being free! That was the whole purpose to begin with. Thank you! • I enjoy the passengers who frequently fall asleep as I encounter traffic on the highway. • Bus that would leave every 15 minutes at Beale and Fremont, charge \$5 every passenger. Starting at 2:45 and 7:00 p.m. and in the morning at Lemen to SF, starts 5:30 to 10:00 a.m. • I have been a carpool driver for some time now and I resent the implication that drivers are earning money when a toll bridge is crossed. Drivers have never asked for payment of any kind (even when gasoline prices are high!) for Casual Carpooling. The \$1.25 (if you get it) for each passenger goes to pay Fastrak bill. The Fastrak billing is insane when a credit card is charged. At one time, I had even been charged \$320 in one billing period! I had to pay for over \$200 in tolls I hadn't used yet! Keep Casual Carpool as is. No one makes money!
Fairfield	<ul style="list-style-type: none"> • It would be nice to get more awareness out there and stats on problems people have had with drivers/passengers. I think more people would do this if they knew it was safe. • I would like the state to recognize carpooling as helping the environment and not try to make a buck on it. Carpooling has decreased since the charge was implemented. • More Fairfield drivers please. Ha ha J/K. • I'm really not happy about paying for toll because I do not collect enough money to pay for the FasTrak tag. Fastrak should allow the tag to be replenished at \$10 instead of half the charge. For example, my charge is \$95. When it reaches ½, it bills me another \$95, leaving a good unused balance, \$47+. That's not fair. This makes me want to quit driving and take other means of transportation to work. NEVER BAD CONCEPT! • I currently reside in Fairfield where carpool is not so good and getting worse. Leaving San Francisco to come home in a decent time frame is becoming impossible. There needs to be a nice BIG carpool sign up in Fairfield so that people know it's there (not that little one that is hidden in the trees). Also, there's nowhere to park at the Fairfield carpool parking lot or garages. Usually by 7:30 all parks are filled and the stores around won't let carpoolers park on the outskirts of their lots, including Home Depot, Target, 99 Cent Store and McDonalds. All have put notices on cars. • We need some kind of seating on Beale Street in San Francisco pickup, or shading. That would be great. • I see some discrimination on the riders to choose the driver. They team up and don't get on a certain driver because the car is dirty, the driver chews something, drives too slow, etc. When she drives in, I always accept her ride. She is a good driver and a nice person. • With the explosion of gas prices and the increase in the amount of carpoolers waiting for drivers like myself, I recommend increasing the 1.25 to 2.00 each way per carpooler. This would help offset my gas expenses. • The parking by the FAST transportation needs to be improved, in particular "Handicap parking." There are very, very few spots in the garage of the transportation center. Also why they didn't build two multilevel garages is absolutely beyond me!! We flow over to Target, Home Depot, etc. and get run off. • It'd be nice if you can put some kind of roof for the Casual Carpool passengers at Beale Street to protect us from rain or heat. • The toll charge for carpool has created lots of tension between drivers and riders. • Implement a bus line directly to San Francisco from Fairfield. The connect bus (90) stops at El

	<p>Cerrito only.</p> <ul style="list-style-type: none"> • It works, leave it alone! The 2.50 toll screwed things up! • Riders need shelter from elements on Beale Street. • Stop charging carpoolers toll! Ever since July 1st, 2010 there have been less drivers! People also ride a motorcycle. I pollute less than a car and contribute to less traffic so why do I have to pay toll? • Will be nice if we can have on Beale Street better shady area for the commuters. Thank you.
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Additional comments sent to survey@rideshare.511.org:

Good morning

I just received the survey this morning, filled out and will be mailed today.

Suggestions

Casual Carpool

The only comments are from riders who share stories of bad drivers, yes I agree, there are a lot of bad drivers out there. But there are also a ton of bad passengers.

I sent an email to dan_kirshner@yahoo.com and suggested that drivers pay, pay an extra \$2.50 each day to cross the BB. Dan only recommends that the PM drive passengers contribute if the commute includes any toll bridges. The AM drive should include the same message, should contribute to help cover the cost of the toll.

I also recommended to Dan that etiquette should be updated to include passengers putting on make-up. Yes, have experienced this several times and mentioned it to the passengers this is not there bathroom.

Beale Street

Casual Car Pool

If this was in a more convenient location, I would use, but driving back to financial district in the late PM is terrible as it might take 20 minutes just to drive close to Beale Street. Perhaps a different location?

Thanks for listening.

Thanks

Dave